**Cloud Operations Level 3**

**Description:**

The Cloud Operations Level 3 will work from a centralized team responsible for maintaining day to day operations of cloud environments. The role requires an understanding of Cloud Technologies and Services, Agile methodologies (Scrum, Kanban), and IT Operations based on ITIL Framework. The role’s primary focus is to provide operations expertise with a high focus on automation in areas such as performance, monitoring, logging, security, backups/HA/DR, compliance, and ensuring the operations processes and standards are maintained in production. This role is responsible for ongoing operations including monitoring, incident response, problem resolution, root cause analysis, problem management, and continuous improvement. The Cloud Operations Level 3 will be the escalation path for Cloud Operations Levels 2 and Cloud Operations Level 1. Other duties include documentation and service request fulfillment.

**Skillset:**

* Experience with DevOps related automation tools to include, but not limited to: source mg(GIT, CodeCommit); continuous integration (Jenkins, Jarvis), application configuration management (Chef, Puppet, Ansible) and container management tools ( Docker, AWS ECS)
* Systems administration expertise (Windows, Linux)
* Scripting technologies (Powershell, Bash, Python)
* Enterprise Monitoring Tools for infrastructure and applications
* ITIL Foundations and Intermediate Level Transition, Operations, and Continuous Improvement
* Enterprise ITSM and CMDB Tools
* Data Networks – routing, firewalls, load balancers, DNS
* Databases – relational and NoSQL
* Storage architecture and technologies
* Security – Access Management, Key Management
* Cloud Architectures
* Automation in a cloud environment – Infrastructure as Code, especially using AWS
* SDLC and Continuous Integration and Continuous Deployment concepts
* Risk, Security, and Audit compliance

**Responsibilities:**

* Support automation solutions for source, deploy, pipeline, configuration management
* Work with development and product management teams to transition and operate cloud based workloads
* Continually review and recommend improvements to operational processes and procedures
* Look for opportunities to automate anything and everything
* Ensure Monitoring and Alerting Standards are tested in transition and followed in production
* Ensure migrated workloads maintain compliance with Security and Governance standards
* Ensures the health of the service meets defined service level expectations
* Ensure Incident, Change, Release, and Problem Management processes are used for Cloud workloads
* Participate in incident management and communications, including follow-up with problem resolution post-mortem, and process improvement

**Qualifications:**

* 1 Year of experience with AWS, certification desired
* 3 Years of experience with Enterprise ITIL Processes
* 3 Years of experience with enterprise ITSM or ticketing system
* 3 Years of experience with monitoring enterprise systems
* 3 Years of experience in data center domains (server, network, storage, security)
* 3 Years of experience with server and directory service technologies (Windows, Linux, AD, DNS)
* Excellent organizational skills, and oral and written communication skills
* Security compliance experience such as ITIL, PCI, ISO 27001 or SOX
* Ability to work with minimal supervision, making decisions based upon priorities, schedules and an understanding of business initiatives
* Ability to apply critical thinking to all aspects of the position
* Detail oriented with excellent documentation skills/methodologies, who is able to successfully manage multiple priorities