

**AWS Admin – Cloud Operate**

**About Company**

Cognizant Technology Solutions is a leading global provider of information technology, consulting, and business process outsourcing services. With over two decades of experience, and operations in over 40 countries, Cognizant is the pinnacle of modernized digital transformation and services. Cognizant is dedicated to providing innovative, efficient, and tailored services to their many customers. From developing innovative business strategies to building intelligent applications, business operations, cloud-based solutions, and Big Data solutions, Cognizant continues to be a leader in its space.

**About Customer**

Client is one of the the creative technology leader, renowned experts in VFX and they are the artists, scientists, engineers, and technologists, who work together to create and distribute extraordinary content experiences for audiences everywhere

**About the role**

Cloud Admin for AWS. You are accountable for successful set up and transition of Cloud Operate services for AWS into Cognizant. Upon commencement of the Service you are accountable for support and maintenance of the AWS services. This role will report in to Head of Infrastructure Services. As part of this role, you are required to actively interface with both Cognizant and Customer organisations.

Expected to support & operate with in UK business working hours (09:00 to 18:00) and be available for on-call to support priority issues

**Experience requirement**

4+ years of experience as a AWS SME in a similar working environment

**Education requirement**

Bachelor of Engineering /Bachelor of technology /Equivalent

**Day to day responsibilities**

**Transition/Setup**

* Ability to review existing AWS services deployed at Customer estate
* Lead the creation of a Transition plan for AWS Cloud Ops take on and execute transition
* Create documentation to be used for ongoing Support and maintenance activities
* identify and expose gaps in AWS cloud services that may prevent/hampser successful exection of cloud operate for Azure
* Review existing documentation, analyse ticket and non ticketing activities performed by incumbant service provide and distill the data to identify priority areas for knowledge transfer

**Steady State**

* Understand and have a view of Cloud environment best practise and create gap analysis
* Address all gap’s identified as part of gap analysis through continuous service improvement
* Review Cloud environment architectures and provide recommendations & implementation plan
* Support all Major Incidents, Project implementation and compliance
* Identify, analyse and categorize the risks with in Cloud environment and plan for remediation
* Creation of knowledge articles and plan for left shift of activities
* Co-ordinate with other technology towers, Platform vendors
* Responsible for managing, updating & resolving Incident, Problem Service Request
* Planning and timely execution of approved change requests
* Timely update & closure of all Incidents, service requests, problem records and change requests
* Adherence to committed service level and KPI’s

**What will you do in this Role ?**

* Provide 8x5 level 2 technical support and Oncall Support for any P1/P2, Planned Changes or Major Inicdents to ensure 100% availability of Azure services to customer
* Worked on deployment and Managing Services on AWS
* 4+ years of relevant experience in AWS Administration
* Configure the storage on S3 Buckets and manage policies
* Secure VPC solutions in AWS with the help of network ACLs, security group, private and public network configuration
* Experience working with IAM in order to create new accounts, roles, and groups.
* In addition to windows Operating system , knowledge on Linux , ubuntu added advantage
* Worked on Amazon Web Services ( EC2, ELB, VPC, S3, CloudFront, IAM, RDS, Route 53, CloudWatch, SNS, Lamda,).
* Server’s, Domain’s and Database’s migration on Amazon Web Services.
* Log Analysis, Maintaining documents of production server error log’s reports.
* Investigation and Recover of Production Server Issues like as Server load (parsing, mailq, query stuck), etc.
* Experience in backup services like EBS snapshots, S3 backups and Amazon Glacier.
* Experience in monitoring metrics on EC2, EBS, Elastic Load Balancer, RDS USING CloudWatch.
* Experience in security policies like Security Groups, IAM roles and Multi Factor Authentication.
* Install and configure chef server / workstation and nodes via CLI tools to AWS nodes.
* Create AWS Route53 to route traffic between different regions
* Create load balancers (ELB) and used Route53 with failover and latency options for high availability and fault tolerance.

**Technical Skills required**

Mandatory

* AWS EC2 - Windows/Linux server administration
* Manage AWS IAM
* Configure & Manage AWS Route 53
* Manage AWS Services – EC2, ELB,EBS, VPC, S3, CloudFront, IAM, RDS, Route 53, CloudWatch, SNS, Lamda
* Manage AWS Storage
* AWS Automation

Good to have :

* Work experience on Devops

**Non-Technical Skills**

Mandatory

* Excellent verbal and written english skills
* Excellent communication skills
* Excelledn inter-personal skills with culturally & geografically diverse colleagues & customers
* Good working knowledge of ITIL processess
* Good team player & ability to work under pressure with tight timelines

Good to have:

* ITIL V3/V4 certification (optional)
* Good working knowledge on ServiceNow

**Technical Certifications:**

* AWS Certified Cloud Practitioner
* AWS Certified Solution Architect Associate / Professional