**Job Title: Cloud Engineer – 24x7 Support**  
**Location: [Specify Location] | Remote/Hybrid Options Available**  
**Job Type: Full-Time | Entry-Level**

**About the Role:**

We are seeking an **Entry-Level Cloud Engineer** to provide **24x7 support** for customer environments. This role requires strong troubleshooting skills, a proactive approach to problem-solving, and the ability to work efficiently under pressure. You will monitor, maintain, and support cloud infrastructure and applications to ensure optimal performance and availability.

**Key Responsibilities:**

* **Provide round-the-clock monitoring and support** for cloud-based environments to ensure high availability and performance.
* **Troubleshoot and resolve incidents** related to cloud infrastructure, networking, and application performance.
* **Assist in root cause analysis** and implement preventive measures to minimize future issues.
* **Collaborate with senior engineers and cloud architects** to escalate and resolve complex issues.
* **Perform routine maintenance tasks**, including patching, backups, and system updates.
* **Document incidents, resolutions, and best practices** to improve troubleshooting efficiency.
* **Ensure adherence to security, compliance, and operational best practices** in cloud environments.
* **Communicate effectively** with internal teams and customers regarding issue status and resolution.

**Basic Qualifications:**

* **1-2 years of experience** in cloud computing, IT support, or system administration.
* Familiarity with **AWS, Azure, or Google Cloud** environments.
* Basic understanding of **networking, Linux/Windows administration, and cloud security**.
* Strong troubleshooting skills with a keen attention to detail.
* Experience with **monitoring tools and ticketing systems**.
* Ability to work in a **24x7 shift environment**, including nights, weekends, and holidays.
* Strong communication and problem-solving skills.

**Preferred Qualifications:**

* Certifications such as **AWS Certified Cloud Practitioner, Azure Fundamentals, or Google Associate Cloud Engineer**.
* Exposure to scripting languages like **Python, Bash, or PowerShell**.
* Experience with **incident management and automation tools**.
* Knowledge of **ITIL processes and best practices**.

**Why Join Us?**

* Gain hands-on experience in cloud infrastructure and troubleshooting.
* Work with industry-leading cloud technologies and teams.
* Opportunity for professional growth and cloud certifications.
* Competitive salary and benefits package.

If you have a passion for **cloud technologies and problem-solving**, apply now to start your career as a Cloud Engineer!