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# Example of Cloud Support Associate Job Description

Our innovative and growing company is hiring for a cloud support associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for cloud support associate

* Apply advanced troubleshooting techniques to provide unique solutions to our customer’s needs
* Act as a key member of the hiring team that hires and develops the best
* Open to working shifts (8am-4pm, 9am-5pm, or 10am-6pm M-F, including weekend rotations)
* Manage the incoming queue of Cloud opportunities from the EMEA Region against global vendors’ SLAs in a proper and accurate manner
* After successful opportunity qualification, enters the Cloud orders into the systems pursuant to individual order characteristic requirements (management of web order included)
* Upon failed opportunity qualification, align with the Sales Cloud Reps in the relevant country following the Global Cloud processes of CRM Dynamics management
* Sends PO to the vendor where necessary and collaborates with the vendor to resolve any possible issues preventing the acceptance of the order
* Collaborates with the vendor and attends vendor trainings to achieve the service targets set by the vendor
* Performs track of all open orders and communication with vendor to ensure successful closing of the order
* Maintain clear invoicing documentation

## Qualifications for cloud support associate

* Skilled at high concurrent web server/proxy developing such as Nginx, TS, suqid, lighttpd and
* Familiar with database system developing such as nosql, msyql, Oracle and
* Minimum of two year's experience running services on Linux/Unix
* Proficient in Map-Reduce, Zookeeper, HBASE, HDFS, Pig, Hive, Python, and shell scripting
* Experience in a 24x7 production environment, esp
* DevOps, Orchestration/Configuration Management and Continuous Integration technology