Our company is hiring for a cloud support engineer. 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 engineer

- Answer support calls and tickets and provide first level application support
- Work very closely with application users (internal developers and researchers) to troubleshoot and resolve application or system issues
- Inform Technical Support Management about any escalations or difficult situations that require his/her involvement
- Make sure assigned Cloud customers have the best customer experience when engaging Technical Support
- Tier 2 triage, troubleshooting, remediation, and escalation of tickets tied to the product support function
- Own key 3rd party software management (e.g., AWS Services, SASGrid, LogicMonitor, ActiveBatch)
- Train and support junior team members in resolving product support tickets
- Proactively identify ways to optimize the product support function
- Coordinate with Tier 3 support to establish and manage clear escalation guidelines for supported system components
- Run database queries to lookup, resolve, issues

Qualifications for cloud support engineer

- Interest in information security and a desire to learn techniques and technologies such as application security, cryptography, threat modeling, penetration testing

- Demonstrated proficiency in networking principles (routing, switching, load balancing)
- Experience configuring and supporting devices such as Cisco, Juniper, Fortinet, SonicWALL, Checkpoint, Palo Alto
- Demonstrated proficiency in Systems Administration of Linux (Ubuntu, CentOS, RedHat)
- Demonstrated proficiency in DevOps, Configuration Management and Continuous Integration technologies (Chef, Puppet, Docker, Jenkins)