

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-455-2022
Company Name	Nebulane LLC
Industry	IT Consultancy
Vacancy	Cloud Support Engineer
Number of vacancies for that position	4
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	Permanent
Major(s)	Computer
Degree	Computer Science or CCE
Years of Experience	1-3
Location	Hybrid (Home and Office in Sin El Fil)
Remuneration & Benefits	Basic Salary, Allowances, and Bonus
Currency (LBP, Dollar, Lollar)	Dollar
Tasks & Responsibilities	<p>We have an opening for a Cloud Support Engineer within the Cloud Operations team who will be responsible for the service delivery of our customers' cloud environments. This includes deployment, administration, and operational support. Key characteristics we are looking for are AWS technical knowledge, strong troubleshooting and excellent communication skills. Responsibilities vary between a mix of building, deploying, operating and maintaining large scale multi-system environments.</p> <p>This role is part of a 24/7 shift rotation. Working from home/office hybrid model. May require short period travels.</p> <p>Job Description/responsibilities:</p> <ul style="list-style-type: none"> The Cloud Support Engineer will be responsible for the oversight and management of customers' applications, infrastructure, and network.

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- Performing regular maintenance requests in the environments as part of continuous delivery of new functionality and services.
- Provisioning new environments on AWS infrastructure for existing and new customers.
- Resolving complex customer issues that span application, network, and cloud infrastructure.
- Monitoring the effect of changes and responding to alerts; including investigating for root cause.
- Contributing to our team knowledge base.
- Working directly with customers, operations and engineering to research, troubleshoot, and resolve performance issues in a timely manner.
- Clearly and succinctly document communications with customers within our ticketing system.
- Ensure customer satisfaction through outstanding customer service and high-quality technical reports.
- Effectively prioritize and escalate customer issues as required.
- Overseeing operational activities within AWS services including but not limited to VPCs, EC2 instances, RDS, volume snapshots and other key technologies.
- Strong technical understanding of the information security threat landscape (attack vectors and tools, best practices for securing systems and networks, etc.).
- Experience investigating security issues and/or performance

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and/or complex operational issues on AWS and Linux by analyzing systems, application logs or network traffic tools where appropriate.

Skills and requirements:

- 1-2 years of experience providing system support in a technical environment working with customers, with special focus on system performance and stability.
- Excellent communication and analytical skills.
- Work well in a distributed, fast paced and dynamic team environment.
- Detail-oriented approach particularly in terms of documentation and procedures.
- Strong commitment to great customer service.
- Possess excellent verbal and written communication skills.
- Able to absorb new technologies and features quickly.
- Embrace Devops culture.

Qualifications:

- Bachelor's degree in Computer Engineering or equivalent.
- AWS Certified Solutions Architect, AWS Certified SysOps Administrator.