

Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

Role: **Cloud Support Engineer**

Contract type: **Permanent**

Team: **Infrastructure**

Reports to: **Operations Manager**

e2e-assure is looking for Cloud Support Engineers to work within an agile team supporting a range of cloud-based services and systems and liaising with customers and third parties.

Working mainly with cloud IaaS and PaaS (storage, servers, hypervisors, operating systems, etc) you will have good Linux and/or Windows knowledge – ideally you will be able to build, harden, patch and configure a variety of operating systems - although training will be provided.

You will be familiar with monitoring systems and focused on customer services and ensuring cloud resources are monitored and managed effectively.

You will be constantly looking for ways to improve monitoring, service delivery and cloud provisioning.

This is a customer facing role which requires attention to detail and prompt timely responses to support

We are looking for candidates who are curious and eager to learn with a genuine interest in IT security and a passion for IT.

The right person will... ..be a self-starter, self-motivated and excited by challenges who is constantly learning and adapting ...want to be thrown in at the deep end but with some expert and strong guidance along the way.

You will be expected to learn on the job, and we will provide you with tools, playpens and training. ...be willing to follow process and procedures and work with end users and customers – and treat them with utmost respect at all times ...understand the importance of respecting privacy and have excellent ethics ...be good at communicating and working with others ...Have IT skills in one or more of the following areas: Networking, security, software development, PCs, servers, operating systems – we need practical people who can physically or virtually pull things to bits and reassemble them.

Other information

After being provisionally offered a job, candidates will be DBS and background checked by a third-party and must be willing to attain SC and NPPV3 clearances (we will put you through this process). Failure to pass these checks may result in your application being discontinued.

We expect e2e-assure employees to have a high standard of personal integrity, both during and outside work time, including how they present themselves online. We may conduct background and open source checks to verify this.