



Cloud Services Technician

The Cloud Services Technician will be responsible for successful management and support of data center cloud technologies, working in multiple datacenters, and assisting with cloud-related projects and applications. This position will work closely with Project Management, Networking, Cloud, and Service teams on support and management for these technologies.

Principle Accountabilities:

- Multi-task with limited supervision.
- Progress projects and implementations with little or no supervision.
- Create and maintain documentation for support solutions and processes.
- Troubleshoot and resolve escalated trouble tickets related to technical difficulties with hardware, software, and the network.
- Adept at working with changing technology and implementing new products and services quickly for fast go-to-market of new cloud offerings.
- Assist in performing data center installations, cabling, racking, etc.
- Manage Cloud tickets, resource adjustments, and deployments.
- Manage and complete Cloud migrations for clients.
- Be highly available after hours for any type of cloud-related outage or emergency.
- Ensuring they are complying with, and adhering to all Information Security Policies, as well as privacy policies.
- They must also ensure they are protecting and keeping secure all client information considered or believed to be private or sensitive.
- Ensuring all security and operational controls are followed and enforced to ensure client data remains secure, available, and private, where applicable.

Experience/Skills:

- Minimum of 3-5 years of overall information technology experience.
- Minimum of 3+ years in systems administration and implementation.
- Knowledge of Windows Servers and Microsoft Technologies
- Knowledge of VMware ESXi and/or Hyper-V.
- Knowledge of VMware View (Horizon) and/or DaaS (Desktop as a Service).
- Knowledge of SANs (Storage Area Networks).
- Knowledge physical and virtual backup technologies; Veeam.
- Experience with datacenter cabling and racking.
- Basic knowledge of storage and production networking.
- Basic knowledge of advanced firewalling and application platforms; Palo Alto, F5, Fortigate preferred.



- Strong written, organizational, and communication skills with the ability to work well and communicate with peers and clients.
- Strong time management skills and multitasking abilities.
- Excels in a team-oriented work environment.
- Must possess excellent technical aptitude and a desire to learn constantly.
- Familiar with standard concepts, practices, and procedures.

Additional Information

- Certifications in or from multiple technologies/vendors, such as Microsoft, VMware, etc. are preferred.
- Bachelor's or Associate Degree in a technical field or equivalent experience is preferred.
- After normal business hour availability (weekends, evenings, holidays, etc.) is required on a regular basis.
- Functioning personal vehicle for transportation and a valid driver's license required.
- Some travel and heavy lifting may be required.

Classification Information

- Level/Department: Technical Level I
- Reports to: CTO
- Date Reviewed: 06/08/2021