Associate Cloud Support Engineer (Public Cloud)

About Us

Smartedge Technologies Private Limited is a leading provider of managed IT services, helping businesses leverage the power of public cloud platforms. We're a passionate team dedicated to delivering exceptional service and ensuring the smooth operation of our clients' cloud environments, built on industry-leading platforms like Azure, AWS, or GCP.

The Role

We are seeking a driven and results-oriented Associate Cloud Support Engineer to join our growing team. In this role, you will play a vital role in supporting our clients' public cloud infrastructure, providing first-line technical support and troubleshooting assistance for a specific platform (Azure, AWS, or GCP).

Responsibilities:

- Provide technical support to internal teams and clients for their public cloud environment (Azure, AWS, or GCP) including compute, storage, networking, and security services.
- Troubleshoot and resolve common cloud platform issues related to provisioning, configuration, performance, and security.
- Assist with client onboarding, migration, and ongoing maintenance of public cloud environments.
- Monitor cloud infrastructure health, identify potential issues, and escalate complex problems to senior engineers.
- Document technical procedures and maintain clear communication with clients regarding support tickets.
- Stay current on the latest features, updates, and best practices for your assigned public cloud platform (Azure, AWS, or GCP).
- Collaborate effectively with other IT professionals, including network engineers and security specialists, to ensure a holistic approach to client solutions.

Qualifications:

- 2-3 years of experience in a technical support role with a focus on public cloud infrastructure (Azure, AWS, or GCP - specify which platform in the job description).
- Strong understanding of core public cloud platform concepts, services, and functionalities for your assigned platform (e.g., Azure Active Directory, AWS IAM, GCP IAM & Organization).
- Experience with troubleshooting common public cloud platform issues is preferred.
- Familiarity with cloud computing concepts and managed service delivery models is a plus.

- Excellent problem-solving and analytical skills with the ability to learn new technologies quickly.
- Strong communication and interpersonal skills, with the ability to explain technical concepts clearly to both technical and non-technical audiences.
- Ability to work independently and as part of a team, following established procedures and escalating issues appropriately.
- A passion for technology and a desire to learn and grow within the cloud computing field.
- Public cloud platform certifications (Microsoft Azure Fundamentals, AWS Cloud Practitioner, or Google Cloud Certified Professional Cloud Architect) for your assigned platform are a plus.

Benefits:

We offer a competitive salary and benefits package, including health insurance, dental insurance, vision insurance, paid time off, and opportunities for professional development. You will be joining a dynamic team in a fast-paced environment, where you can gain valuable experience in public cloud support and contribute to our clients' success.

To Apply

If you are a highly motivated individual with a passion for cloud technology and a strong foundation in your chosen public cloud platform (Azure, AWS, or GCP), we encourage you to apply! Please submit your resume and cover letter for a chance to join our team.