Senior 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 highly experienced and results-oriented Senior Cloud Support Engineer to join our growing team. In this role, you will be a technical leader, providing advanced technical support, troubleshooting complex issues, and driving best practices for our clients' public cloud environments (Azure, AWS, or GCP).

Responsibilities:

- Lead and mentor a team of Associate Cloud Support Engineers, providing guidance, technical expertise, and ensuring consistent delivery of high-quality support.
- Provide advanced technical support to internal teams and clients for their public cloud environment (Azure, AWS, or GCP) including compute, storage, networking, security, and emerging technologies.
- Troubleshoot and resolve complex cloud platform issues related to provisioning, configuration, performance, and security optimization.
- Design and implement effective solutions for client cloud environments, leveraging automation and best practices.
- Assist with client onboarding, migration, and ongoing optimization of public cloud environments.
- Monitor cloud infrastructure health, proactively identify potential issues, and implement preventative measures.
- Document technical procedures, knowledge base articles, and best practices for internal and client use.
- 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, security specialists, and product specialists, to ensure a holistic approach to client solutions.
- Participate in knowledge sharing by mentoring junior staff and delivering internal training sessions.
- Identify and escalate critical issues to platform vendors for resolution.
- Track and report on key performance indicators (KPIs) related to cloud support services.

Qualifications:

- 5-6 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).
- In-depth knowledge of core public cloud platform concepts, services, and functionalities for your assigned platform (e.g., Azure Active Directory, AWS IAM, GCP IAM & Organization).
- Proven experience in troubleshooting and resolving complex cloud platform issues.
- Experience in designing and implementing cloud-based solutions is a plus.
- Familiarity with Infrastructure as Code (IaC) tools like Terraform, Ansible, or CloudFormation 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, leading by example and mentoring junior staff.
- A passion for technology and a strong desire to stay up-to-date with the latest cloud advancements.
- Public cloud platform certifications (Microsoft Azure Expert, AWS Solutions Architect Associate, or Google Cloud Certified Professional Cloud Architect) for your assigned platform are preferred.

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 your expertise will be valued and your contributions will make a real difference in ensuring our clients' success in the cloud.

To Apply

If you are a highly skilled and experienced cloud support engineer with a passion for public cloud technology and a leadership mindset, we encourage you to apply! Please submit your resume and cover letter for a chance to join our team.