

Cloud Engineer

Inawisdom, an exciting Data Analytics and Machine Learning focused consultancy, is recruiting for a Cloud Engineer to join their expanding Service Management Practice. This is an excellent opportunity for someone to make an impact implementing, supporting and optimising cloud native solutions and Service Management processes to provide top class customer service. You will be responsible for building and maintaining customer environments for high profile, enterprise clients. Providing an excellent customer experience and realising outcomes that deliver value for their business.

Reports to:

Head of Service Management and part of the Cloud Engineering practice

The Role:

- Understand and promote ITIL best practice and Service Management methodologies to support a growing Practice
- Work with clients and Managed Service teams to build and manage the ongoing improvement of critical production systems in an automated and scalable way
- Respond to and resolve operational Incidents, including Major Incidents, performing root cause analysis and managing changes required to prevent future occurrences
- Manage the throughput of Incidents and Service Requests within the Managed Service resource pool in accordance with SLAs
- Manage and maintain the proactive managed service tasks which assure the security, health and scalability of the AWS services for each client
- Create Impact Assessment documentation in response to change requests related to Managed Service platforms and in accordance with Change Management processes
- Work on developing our core services and producing high quality reusable components, including knowledge base articles, that are used across multiple solutions and teams
- Be an essential contributor to our DevOps culture. This includes automating the deployment of solutions by continuous delivery and promoting adoption of automation principles

Essential and Demonstrable Experience:

- ITIL foundation or greater
- Experience working in an AWS Managed Services environment or equivalent
- Experience building and/or managing **live production** systems/platforms
- 2 or more years of experience working with Amazon Web Services
- Deep knowledge of Infrastructure-as-Code toolset (Cloudformation)
- Comfortable with scripting/automation of tasks (Python preferred or Bash/Powershell)
- High level understanding of databases, networking and storage systems
- Experience with version control systems (GIT)
- Understanding of continuous integration and delivery

Desirable requirements:

- AWS Certification – SysOps Associate/DevOps Pro
- Other IAC tooling (Terraform, Ansible etc)
- Experienced in AWS serverless services (Lambda, API GW, SNS, SQS, and Dynamo DB)
- Experience deploying solutions using AWS SAM
- Strong Unix and Bash knowledge
- Windows Server and related technologies administration experience – AD, DFS, SQL Server
- Experience of other public cloud solutions.
- Knowledge and understanding of the AWS Well Architected Framework
- Understanding or some exposure to Data Lakes and Data Engineering with knowledge of AWS

data lake services (Glue, Glue Catalog, RedShift, Athena, Kinesis)

- Evidence of continual learning and attacking new domains
- Understanding of and some exposure to Machine learning, AI and Data Science
- Consultancy skills/experience

Personal attributes:

- Excellent written and oral communication skills
- Commercially aware
- The ability to translate technical information into digestible, clear points to non-technical colleagues and customers
- The ability to guide team members through technical challenges
- An investigative mind with self-awareness to know when to step back and re-evaluate the course of action
- Demonstrates a positive outlook with tenacity and determination when faced with challenges