

Cloud Engineer

POSITION SUMMARY

This position is a member of the Cloud Operations team and will focus on system administrative efforts in support of operational excellence. Perform system automation tasks, system planning, system support, system monitoring, platform monitoring, diagnostics and troubleshooting. Contribute to the design and implementation of operational procedures and policies.

CORE EXPECTATIONS

- Maintain system software to latest versions and patch release levels
- Proactively monitor environment utilizing best practices
- Learn other technologies as necessary to develop/support other application platforms as necessary.
- Perform Unix server and application instance management
- Knowledge Java / Tomcat and Apache
- Knowledge of databases including Microsoft SQL
- Maintain operational, configuration and other procedures.
- Puppet/Chef development and support along with other automation tools like Bamboo, Jenkins, etc.
- Perform application release deployments and provided continuous process improvement for application releases
- Expand knowledge of programming techniques and databases
- Evaluate and recommend third party products to address current requirements
- Work to continually to develop and improve processes, methodologies and approaches
- 24/7 On-Call support on a rotational basis

CORE COMPETENCIES

- Extensive Unix administration experience
- Experience with Unix OS system build and configuration managers such as Puppet, Chef, and Vagrant
- Apache Tomcat experience
- Shell and Python scripting experience
- Operational experience supporting MS SQL
- Support of file systems and database files.
- Experience with orchestration and teaming in a DevOps culture
- Strong analytical and problem solving skills
- Windows servers
- Amazon Web Services (AWS)
- Experience with cloud delivered operations.

EXPERIENCE/EDUCATION

- Bachelor's Degree in Computer Science, Engineering, Science or related fields
- Must have 3+ years related work experience including activities such as user management, security management, OS installation and patching and system monitoring; or equivalent combination of education and experience.
- Must be detailed and process orientated.
- Ability to learn software and hardware tools where necessary
- Ability to work on multiple projects simultaneously and good multi-tasking skills a must.
- Good verbal and written communication skills.
- Strong analytical and problem solving skills.
- Ability to learn software and hardware tools
- Ability to perform systems analysis and design and provide written specifications
- Ability to consistently meet deadlines and work under pressure.
- Exceptional multi-tasking skills.

WORKING RELATIONSHIPS

- Report to Director of Cloud Operations or higher
- Work closely with peer software engineers, group leads and other employees and departments within the company
- Limited direct work with customer and partners

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where

people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=152284&lang=en_US&source=CC3

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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