

AWS Cloud Engineers

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Company: NorthBay Solutions

Location: Pakistan

Category: computer-and-mathematical

Job Overview NorthBay is looking for AWS Cloud Engineers to be part of dynamic team. As an AWS Cloud Engineer with L1 Support responsibilities, you will play a crucial role in deploying, managing, and supporting cloud-based solutions for our clients. Your primary focus will be on AWS technologies, ensuring optimal cloud infrastructure setup, performance monitoring, and initial problem resolution. You will serve as the first point of contact for our clients, providing technical support, guidance, and troubleshooting for cloud services. This position requires a blend of technical expertise in AWS cloud services, excellent problem-solving skills, and a strong customer service orientation.

Key Responsibilities Design, implement, and maintain AWS cloud solutions to meet client requirements. Provide Level 1 technical support to clients, including incident management, basic troubleshooting, and problem resolution related to AWS cloud services. Monitor cloud environments to ensure optimal performance, security, and cost-efficiency. Respond to alerts and incidents as the first line of defense. Collaborate with engineering and support teams to escalate unresolved issues, share insights, and implement best practices for cloud management. Assist in the development and maintenance of documentation for cloud architectures, deployment procedures, and support guidelines. Conduct regular reviews of cloud resource utilization and recommend adjustments to improve efficiency and reduce costs. Participate in the MSP's on-call rotation for after-hours support and incident response. Keep abreast of the latest AWS features, technologies, and best practices to advise and implement solutions that enhance client infrastructure.

Qualifications Bachelor's degree in Computer Science, Information Technology, or related field. 1-3 years of experience in cloud engineering,

specifically with AWS services (e.g., EC2, S3, RDS, VPC, Lambda). AWS Cloud Practitioner, AWS Certified Solutions Architect Associate or equivalent. AWS certification is highly preferred. Experience in providing L1 technical support, with excellent problem-solving and communication skills. Familiarity with cloud monitoring tools (e.g., AWS CloudWatch, CloudTrail) and incident management systems. Understanding of cloud security best practices and compliance frameworks. Ability to work independently and as part of a team, with a strong sense of responsibility and initiative. Excellent written and verbal communication skills, with the ability to explain technical concepts to non-technical users.

Career Path Opportunities Senior AWS Cloud Engineer Cloud Architect MSP Services Lead Cloud Consultant Powered by JazzHR

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