**Manager, Migrations (Platform Operations)**

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Company: DigitalOcean LLC

Location: , , Pakistan

Category: other-general

Do you ever wonder what happens inside the cloud?DigitalOcean (NYSE: DOCN) simplifies cloud computing so builders can spend more time creating software that changes the world. With our mission-critical infrastructure and fully managed offerings, DigitalOcean enables startups and small and medium-sized businesses (SMBs) to rapidly deploy and scale modern applications. As a remote-first organization, our employees, like our customers, are based around the world. DigitalOcean is hiring for people who wish to be part of the Platform Operations support division, to manage a team of Remote & Global Cloud Engineers. As a shift manager, you will oversee daily operations, act as the liaison between staff and upper management, and work closely with your team to maximize customer satisfaction. Primary responsibilities of the Shift Manager's role include the oversight and hands-on management of a team of highly skilled Cloud Engineers in their daily operational and support activities during shifts hours.  This role entails managing performance at both a team and individual level as well as mentoring and coaching each team member in their overall growth as a Cloud Engineer.What You'll Be Doing:Lead and supervise a team of engineers, ensuring efficient operation and adherence to project timelines.Provide guidance, support, and mentorship to team members, fostering a collaborative and productive work environment.Facilitate training sessions to enhance team skills and proficiency in migration processes and tools.Conduct and document sync with the Customer Success team to address customer concerns and prioritize issues.Work closely with the Customer Success team to identify action items and implement improvements based on customer feedback.Proactively engage in problem-solving discussions to enhance the overall customer

experience.Coordinate weekly meetings with the Product and Engineering teams to address escalated bugs cases.Collaborate with cross-functional teams to identify areas for improvement and implement solutions to enhance product performance and reliability.Sync with the Paid Addon Squad on a weekly basis to strategize on retaining customers who deactivate the paid addons.Develop retention strategies and initiatives to ensure customer satisfaction and long-term commitment to our paid addons which could be beneficial for the revenue. .Analyze customer feedback and behavior to identify opportunities for enhancing addon features and value proposition.Identify opportunities for automation within Platform Ops operations and tasks.Implement identified tasks within the timeline committed with the management.Responsible for key performance metrics ensuring customer satisfaction.Provide immediate response/remediation/ and escalation for incidents 24/7.Conduct regular team meetings as well as one-on-one sessions with staff membersOnboard, and train new hires in process and procedure adherence as well as use of tools and understanding of production platform interdependenciesMaintain employee shift schedules ensuring adequate resource coverage at all times24 x 7 availability to work with the team in addressing incidents/outages where managerial guidance is requiredProblem analysis of platform and environmental issues, ensuring strict SLA compliance in issue response, resolution, escalation, and incident communication.Job Specification:Graduate or equivalent. Bachelor's degree in Engineering, Computer Science, MIS, or related Technology degree preferred.Work experience in a similar environment. A good understanding of the IT industry and Hosting with previous managerial experienceCustomer-focused with strong customer service skillsStrong Verbal and written communication skillsAbility to communicate effectively (listening, presenting and questioning).Must have excellent skills in problem analysis and troubleshooting complex technical issues as well as trending recurring issuesAdept at assessing situations and making decisionsProcess and Procedure drivenA positive attitude is a must. Available for a flexible 24/7 scheduleCapable team leader; can provide constructive feedback and supportDecent Linux (Apache, Nginx, MySQL) and Development (PHP, Wordpress, Magento, PHP Open Source Application) skills are plusExperience with various Support Communication Systems is plus, such as; Zendesk as well as large scale Phone and Chat support systems.Why You'll Like Working for Cloudways - A DigitalOcean Company:We reward our employees. The salary range for this position is based on relevant years of experience and skills. Employees may qualify for a bonus in addition to base salary; bonus amounts are determined based on company and individual performance. We also

provide equity compensation to eligible employees including grants of equity upon hire and the option to participate in our Employee Stock Purchase Program.We value development. You will work with some of the smartest and most interesting people in the industry. We are a high-performance organization that is always challenging our teams and employees to continuously grow. We maintain a growth mindset in everything we do and invest deeply in employee development through formalized mentorship and other internal programs. We provide all employees with reimbursement for relevant conferences, training, and education. We care about your well-being. In addition to cash and equity compensation, we also offer employees a competitive array of benefits. In the United States, these include health insurance, flexible vacation, retirement benefits, a generous parental leave program, and additional resources to support employees' overall well-being. While the philosophy around our benefits is the same worldwide, specific benefits may vary in other countries due to local regulations and preferences. We value diversity and inclusivity. We are an equal opportunity employer and we do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*This is a remote role#LI-Remote

#J-18808-Ljbffr

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