

Role: Junior Cloud Engineer

Location: Ipswich – will consider remote

We are seeking a bright, enthusiastic graduate-calibre candidate who wants to progress into Cloud Engineering. This role will involve managing 1st line tickets, both internally and externally, with the opportunity to train and transition into an operational role. We are looking for someone willing to perform 1st line support to an exceptional standard and set the bar high for their own replacement.

**The role will involve:**

- Triaging and prioritising incoming incident tickets and service requests
- Performing basic checks, changes, and resolution for Managed Service Tasks in AWS
- Working independently and being able to manage own time and communicate well to resolve internal and external support tickets
- Offering customers good service, resolving their IT problems as effectively and efficiently as possible
- Providing holiday cover for our internal IT function, as and when necessary
- Supporting the Head of Service Management with operational tasks where required

**Personal Skills:**

- Good communication skills – both written and oral
- Organised and able to follow instructions
- Able to follow procedures and create documentation as required
- Strong attention to detail
- Excellent work ethic
- Ability to talk to external and internal customers confidently offering excellent customer service at all times
- Proactively identify service improvements
- Commitment to learn

**Desirable:**

- AWS Cloud Practitioner certificate
- AWS Sys Admin Associate certificate

(or a willingness to work towards these and other relevant certificates – paid for by company)