



Cloud Support Specialist

The Cloud Support Specialist is responsible for maintaining the availability and reliability of Longview's SaaS/PaaS Cloud offering.

As the Cloud Support Specialist, you will be responsible for day-to-day administration of an enterprise cloud-based system and ensuring optimal delivery of the solution to a world-wide customer base.

Responsibilities

- Maintain both the software and hardware infrastructure for the Cloud offering
- Work closely with a team to identify and resolve a wide variety of issues – both infrastructural hardware and essential software
- Respond to customer requests and troubleshoot client issues
- Work with 3rd-party vendors and consultants to maintain and develop the Cloud offering
- Be available on-call at scheduled times for emergency production situations
- Develop, modify and test Windows and Linux server scripts
- Assist Longview Support team in troubleshooting product issues as related to cloud technologies
- Assist Longview QA and Software Engineering in replicating cloud related software issues

Here's what you'll love:

- Gain invaluable experience working with all technical aspects of a Cloud solution, from swapping out SAN disks to maintaining Active Directory group policies
- Your ability to champion new initiatives, and implement change
- Being a member of a dynamic, global and high energy team that is committed to building strong relationship with clients and customers and driving Longview success
- Opportunities to think outside of the box, make a mark, and be recognized for your contributions

Requirements for the role:

- A minimum of 2 years' post-secondary education in related field or equivalent job related experience
- Directly related experience or a combination of directly related education, such as Network+, Linux+ or MCSA, and or competencies preferred
- Proficiency maintaining Microsoft Windows Server 2008/2012
- Experience with Microsoft Hyper-V clusters on self-hosted hardware infrastructure
- Experience with administering Microsoft SQL Server
- Excellent verbal and written communication skills, ability to proofread and edit documents
- Consistently follow department policies and procedures when working independently and with cross-functional teams
- Strong attention to detail with the ability to retain knowledge of operating systems, procedures, products, compliance and customer information while managing multiple tasks
- Excellent research ability to offer solutions while adhering to policy guidelines
- Display strong ability to manage projects and assume quality control

Travel requirements for the role:

No travel requirements

About Longview

Founded in 1994, Longview is a leading global provider of enterprise performance optimization solutions that ensure organizations are positioned to make the right decisions, every time, with confidence. Our powerful, intelligence-driven solutions deliver a single version of the truth by consolidating data from across an organization to help businesses plan, execute, measure, manage and optimize company performance. With recognized industry expertise and a seamlessly integrated platform, companies around the globe trust Longview to help them better manage their businesses and significantly improve data integrity, decision-making, and financial transparency. Learn more at longview.com.

If interested, please click on the following link and complete an application [CLICK HERE](#).

Longview is an equal opportunity employer. Accommodation is available for applicants selected for an interview.