AWS SysOps Cloud Administrator

Department:	Product Team
Reports to:	Vice President of Product and Strategy

Job summary

We are seeking a skilled AWS Administrator to join our dynamic IT team. The ideal candidate will be responsible for managing, maintaining, and optimizing our AWS cloud infrastructure for our ERP Cloud platform called VIP (Visual Intelligence Portfolio). You will ensure the smooth operation of our cloud-based systems, implement best practices for cloud management, and provide support for development and operations teams.

Summary of Essential Job Functions

- **AWS Infrastructure Management:**
    - Design, deploy, and manage AWS infrastructure
        - Design standard procedures that can be used by others to set up, update, or migrate VIP Cloud sites and work with Development Team to implement SOP's
        - Set up new VIP infrastructure for production
        - Perform Beanstalk to EC2 VIP migrations
    - Monitor system performance, reliability, and availability of cloud resources.
        - Test deployment and update process before major releases
        - Update VIP Cloud sites as needed
- **Automation and Optimization:**
    - Implement automation scripts and tools to streamline processes and enhance efficiency.
    - Optimize resource usage to ensure cost-effective operation of AWS environments.
        - Monitor AWS costs and provide monthly reports
            - Use KION software for account and cost management
            - Implement cost controls, including purchasing reserved instances
            - Optimize resource allocation, including rightsizing workloads and deprovisioning unused resources
            - Monitor S3 usage and make suggestions for old or unused files
        - Implement best practices for cost optimization

- **Security and Compliance:**
  - o Ensure cloud infrastructure adheres to security best practices and compliance requirements.
    - ▪ Manage IAM users, roles, permission, including researching regular IAM key rotation and 2FA enforcement
    - ▪ Maintain AWS Security certifications
    - ▪ Keep up to date with AWS changes and enhancements
  - o Design Internal Security Policies
    - ▪ Implement and enforce security best practices, including ransomware protection and threat analysis
    - ▪ Secure the AWS root account and monitor using tools like AWS Shield, AWS Config, and Watchdog for threat mitigation
    - ▪ Audit policy compliance
  - o Perform regular security assessments, audits, and apply necessary patches and updates.
    - ▪ Monitor developing security threats
    - ▪ Ensure SOC compliance
- **Monitoring and Troubleshooting:**
  - o Implement monitoring solutions to detect and resolve issues proactively.
    - ▪ Set up automated performance alerts for live VIP sites
  - o Troubleshoot and resolve technical issues related to AWS services and applications.
- **Backup and Disaster Recovery:**
  - o Develop and maintain backup and disaster recovery plans for AWS-hosted systems.
    - ▪ Set up and verify customer backup configurations
  - o Ensure data integrity and availability through regular testing of backup and recovery processes.
    - ▪ Define SSI Disaster Recovery Plan (DRP)
    - ▪ Organize and run 'game days' to test DRP
- **Documentation and Reporting:**
  - o Maintain comprehensive documentation of AWS infrastructure, configurations, and procedures.
  - o Generate reports on system performance, incidents, and usage metrics.
- **Collaboration and Support:**
  - o Collaborate with development, implementation, conversion, support, and security teams to ensure seamless integration and operation of cloud services.
  - o Provide technical support and guidance to all team members and stakeholders.
    - ▪ IAM access credentials
    - ▪ S3 storage
    - ▪ Use CRM system (Connectwise) to respond projects/help tickets
      - ▪ Respond to scheduled jobs
      - ▪ Accurately record time for each job
    - ▪ Set up VIP sites as needed for user trainings (i.e. Customer Conference)

Education and/or Professional Experience

One or more of the following:

- **Education and Experience:**
    - Minimum of 5 years of experience in managing AWS environments.
    - Education and/or related experience in Computer Science, Information Technology, or related field
- **Technical Skills:**
    - Proficiency in AWS services including EC2, S3, RDS, VPC, IAM, CloudFormation, Lambda, and others.
    - Experience with automation tools such as Terraform, Ansible, or similar.
    - Strong understanding of networking concepts and protocols.
- **AWS Certifications Preferred:**
    - AWS Cloud Practitioner, SysOps, and Solutions Architect
    - Specialty Certificates – Advanced Networking and Security
- **Soft Skills:**
    - Excellent problem-solving and troubleshooting skills.
    - Strong communication and collaboration abilities.
    - Ability to work independently and as part of a team in a fast-paced environment.

Abilities Required

- Team-oriented
- Emergent leader
- Self-motivated
- Analytical
- Problem solver
- Customer service and detail oriented
- Must be able to see and hear, read, and write.
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Send resume to: hr@mysoftwaresolutions.com