



Cloud Operations Engineer

Location: Markham, ON (but open to remote Canadian employees as well)

Direct Hire

The Business

IDS, Integrated Dealer Systems, is the leading provider of complete software solutions for RV, marine, and trailer dealerships. Our software helps Dealerships to position themselves for growth, financing, acquisition, or IPO. Our customers are among the largest RV and Marine dealerships, and we are proud to be their trusted technology partner.

As a **Cloud Operations Engineer** based in our Cloud SecOps team, you will use operational expertise to help build secure & stable platforms and solve challenging problems through innovative technology solutions. Work on exciting projects, future-proof your skills, and grow into your dream job alongside some of the most talented, knowledgeable, and dedicated technologists in the industry.

What You'll Be Doing:

- Meet or exceed service levels for internal and external customers.
- Ensure product and platform stability through proactive and reactive monitoring.
- Manage and maintain access to our cloud computing platforms in adherence to our role-based access controls and information security policy.
- Perform operational activities including building and administering virtual machines in our cloud environments, patch management, backups, security audits, and plan/execute work in scheduled maintenance windows.
- Create and leverage automation across our platforms using tools like Ansible, Terraform, and PS.
- ITSM process adoption (Incident, Problem, Change management) in our Jira Service Management platform.
- Track KPIs for weekly/monthly reporting.

Required Skills:

- Experienced in using VMware products including vCenter & Horizon
- Experienced in using public cloud platforms, preference towards MS Azure
- Experienced administering Windows and Linux servers
- Functional knowledge of networking, load-balancing, and secure tunneling

Qualities of the ideal candidate:

- Excellent analytical and creative problem-solving skills.
- Demonstrated ability to optimize productivity and regularly improve approaches.
- Highly self-motivated with keen attention to detail.
- Ability to learn and implement new technologies.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong communication skills both verbal and written.

Qualification & work experience:

- Post-secondary education in Information Technology, Computer Science, or 5+ years experience in the industry
- 1-3 years of experience in a similar role.
- Preference will be given to candidates with solid expertise in Azure.
- 3+ years of experience following ITSM processes & procedures
- Experience using Jira Service Management considered a huge asset.

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.