



JOB DESCRIPTION



1. JOB SPECIFICS

Job Title:	Lab Operations Specialist (Cloud Academy)
Reports to:	Technical Director of Labs
Location:	London, Remote
Department:	Technology Team: Lab Content

2. ABOUT THE ROLE

About the role	Cloud Academy labs provide learners with sandboxed environments for learning about cloud technologies, AI, software development, DevOps, and more. As the pace of cloud adoption and technological advancement accelerate, our labs need to be updated and maintained to continue to provide best in class hands-on learning experiences. In this role, you will be part of a close-knit team.
Key Responsibilities	<ul style="list-style-type: none"> • Interface with the support team through our support ticket system to resolve reported lab issues (vendor UI changes, clarifying instructions, template deployment failures, access control errors, and other technical issues) • Monitor internal dashboards and other means of proactively identifying and resolving issues within labs • Aid in the development of tools to automate tasks • Contribute to lab content peer reviews to ensure quality of content before labs are published • Participate in lab team meetings and contribute to lab product feature requests and prioritization discussions
KPIs & SLAs	Lab update metrics, project-dependent completion metrics
Key Working Relationships	<p>Internal: Lab Operations Team, Lab Developers, QA Group Content Teams</p> <p>External: Cloud Academy Lab Users</p>

3. ABOUT YOU	
Skills & Abilities	<ul style="list-style-type: none"> • Experience with a programming or scripting language (Python preferred) • Demonstrated ability with at least one cloud vendor (Azure, AWS, or GCP) • Experience with Infrastructure as Code (Terraform, ARM templates, Bicep, CloudFormation, Deployment Manager) • Comfortable working at the command line in Linux and with containers (Docker, Kubernetes) • Familiarity with access control mechanisms for one or more cloud vendors (IAM policies, role-based access control)
What you'll bring to QA	<ul style="list-style-type: none"> • A can do attitude & Positive approach to work • Adaptability, flexibility and positive approach to problem solving • Willingness to undertake the relevant checks • Forms appropriate relationships with those you collaborate with and maintains professional boundaries in your work • Works within organisational policies, procedures • Is committed to demonstrating the organisations values and behaviours in your work, acting and raising concerns where necessary.