**inovatec**

# Application Support Analyst - Intern

**Position Summary:**

As an Application Support Analyst-Intern you will join our Product Operations Team. You will be responsible for handling the lifecycle of incidents and proactive monitoring or our product systems. You will collaborate with DevOps Engineers and Customer Service Teams, and remote team members to resolve day to day incidents and problems related to the Inovatec products and hosting infrastructure.

You are able to think like a customer, make sound decisions, overcome hurdles, follow through on commitments, have a thirst for learning, and bring a positive attitude while working in a team environment.

**Your main tasks will be:**

- Resolve daily incidents and problems escalated by various teams, customers, and system alerts
- Participate in day-to-day operations and maintenance of our product hosting infrastructure

**What we expect from you:**

- Good understanding of cloud computing technologies, business drivers, and emerging computing trends.
- Good understanding of common database technologies, such as SQL Database/Server and Web app development, .Net development, Microsoft Azure Cloud.
- Understanding of infrastructure architecture, including public and private cloud, networking, virtualization, identity, security and storage.
- Problem-solving mentality leveraging internal and/or external resources.
- Analytical and process oriented, with a proven track record of driving decisions collaboratively, resolving conflicts and ensuring follow through.
- Exceptional incident troubleshooting and root cause documentation skills.
- Exceptional verbal and written communication.