

Cloud Operator

Passionate about the cloud? Become a Cloud Operator and play a key role in managing incidents for our important clients. Develop your technical skills while providing exceptional customer service.

Main goal

As a Cloud Operator, you will be responsible for monitoring, diagnosing, tracking, and resolving incidents in production environments (hosted in Azure). As the first point of contact for our important clients, you will ensure service availability in close collaboration with internal technical teams to resolve issues (in an Agile environment). You will also provide support and follow-up on their questions and/or problems to offer efficient and smooth customer service, and contribute to defining internal processes to ensure smooth operations.

This role requires strong analytical and problem-solving skills, as well as a diplomatic and customer-focused approach.

Responsibilities

- 🕒 Act as the first point of contact for important clients (insurance companies, broker software providers, and large brokerage firms) and provide assistance for changes made by Portima.
- 🕒 Monitor the production environment to ensure availability using tools (dashboard or other log analysis/integration tools).
- 🕒 Diagnose and troubleshoot incidents affecting users, and escalate issues if necessary.
- 🕒 Collaborate and liaise with internal technical teams to effectively resolve issues.
- 🕒 Implement, plan, and follow up on maintenance. Provide functional support and updates for existing applications and standards: follow-up on analyses, generate updates, and follow up on tests, implementation.
- 🕒 Ensure compliance with security policies and procedures.
- 🕒 Document infrastructure, processes, and troubleshooting steps to promote knowledge sharing.
- 🕒 Creation of report

Skills :

- Fluent in FR or NL and good knowledge in EN

- Team player, who is humble, pro-active & people-smart
- Excellent organizational and time management skills
- Creative thinker with attention to details

Work Environnement:

Portima currently has 3 Cloud Operators, one of them is retiring at the end of 2025. We are therefore looking for someone to replace him after a knowledge transfer. This position is the link between the IT department of insurance companies and Portima. As we are so connected, the slightest change on either side has an impact. This person will therefore be the point of contact between the two and will be responsible for the operational part (roll out, follow-up, feedback from the companies) of our software improvements.

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