

# DIGITAL SERVICES

## TECHNICIAN APPRENTICE – LEVEL 3

GK Apprenticeships are currently recruiting on behalf of CloudBridge Technologies Ltd for their office based in London, CloudBridge are looking for two apprentices. During this apprenticeship you will be engaging with customers in regards to helping them solve their issues and working with a team of engineers whilst expand on your knowledge around AWS and other cloud environments such as Azure and Google Cloud Platform. This is a very exciting company who have offices dotted all over the UK as well as the Philippines. CloudBridge is a very fast paced company that provide tons of support and lots of opportunity for growth! CloudBridge do expect all candidates to be able to attend the office at least two days a week.

### RESPONSIBILITIES OF THIS ROLE:

- Carry out the onboarding of new customers, guiding them through the process and with the use of scheduled demo sessions help them understand the toolsets.
- Help customers understand the opportunities for optimisation and their cost saving abilities
- Solve a variety of customer requests from billing to account structure and cost optimisation
- Build and maintain relationships with your customers and internal stakeholders.
- Build relationships with 3rd party suppliers and look for new toolset additions that can be included in our service offerings.
- Define your customer's cloud strategy, align with their budget, strategize a cost saving plan, analyse ability and put into action.
- Build and maintain internal and external facing technical documentation.
- Assist with the FinOps related areas of customer reporting.
- Understand Finops operations and processes; investigate operations gaps and update procedures for teams to follow.
- Constantly updating stakeholders on progress of onboarding/ customer review, this will include scheduling in customer quarterly/review calls with customers and aligning key stakeholders
- Take ownership of contractual process within FinOps - including; Billing work orders and

Eco for both Bytes and Cloud Bridge

- Picking up Contractual expiration process and updating AM/Customer, Zendesk tickets and Asana project.
- Work with the billing team to ensure new customers have been onboarded correctly and all info provided via the Billing tracker. Log tickets via AWS Support when invoices need to be updated and credits need to be issued and notify Billing team of changes.
- Once contractual signed, liaise between FinOps technical and customer to arrange onboarding calls
- Assigning FinOps support tickets to yourselves; picking up Finops operations tickets yourself and designating Technical queries to the right team members.

### **DESIRED QUALIFICATIONS:**

- GCSE Maths and English grade 4 (C)
- AWS/ Cloud certification desirable

### **DESIRED SKILLS:**

- Excellent written skills for communications with prospects
- Excellent telephone manner
- Excellent people skills with the ability to build good relationships
- A team player

### **DESIRED PERSONAL QUALITIES:**

- Positive and passionate
- Willingness to learn with an interest in a career in business development
- A self starter
- Confident and outgoing
- Motivated, driven and hungry to succeed

### **PAY & FURTHER DETAILS:**

- Salary: £15,000
- Apprenticeship Duration: 18 months
- Location: Remote
- Working Hours: 37.5 hours per week
- 24 days holiday

## ELIGIBILITY CRITERIA:

- Nationality requirements:
  - Must be a UK National or have a naturalisation certificate
  - Must be a UK resident for 4 out of the last 5 years