

Support Lead & Cloud Expert (Cloud Competence Center)

Atradius

The Atradius Group provides trade credit insurance, surety and collections services worldwide, and has a presence through 160 offices in 52 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit.

At Atradius, we believe in personal development and the Growth Mindset. Our Culture is based on teamwork, reliable accountability, constantly improving and unrivalled service.

Read on more on our Career site: <https://careers.atradius.com/en/careers>.

Job Description

The Support Lead & Cloud Expert is responsible for ensuring the reliability, security, operational readiness, compliance, and continuous improvement of Atradius cloud platforms and services. Acting as the bridge between business stakeholders, product owners, engineering teams, operations, security, and external partners, the role provides technical leadership and operational governance across the cloud estate. The position combines deep cloud engineering expertise with service management, audit readiness, risk management, and stakeholder engagement to ensure cloud solutions remain resilient, compliant, cost-effective, and aligned with business objectives while meeting regulatory, security, and operational standards.

In this position your key responsibilities will be:

- Lead operational support and lifecycle management of CCC-managed cloud platforms and shared services.
- Act as the senior technical authority for cloud operations, reliability, and supportability.
- Partner with business stakeholders and product owners to understand service requirements and operational priorities.
- Ensure cloud services meet defined availability, resilience, performance, and recovery objectives.
- Coordinate production support activities across application, infrastructure, security, and vendor teams.
- Lead major incident management, technical escalations, root cause analysis, and service recovery activities.
- Govern operational readiness and ensure new services meet CCC onboarding and support standards before go-live.
- Define and maintain operational support models, runbooks, procedures, and knowledge management practices.
- Oversee patching, backup, disaster recovery, upgrade, monitoring, and maintenance activities.
- Drive automation, platform engineering, and Infrastructure-as-Code adoption to improve efficiency and consistency.
- Monitor service performance, capacity, cost optimisation opportunities, risks, and technical debt.
- Ensure compliance with Atradius governance policies, security standards, audit requirements, and regulatory obligations.
- Support internal and external audits by providing evidence, controls validation, and remediation tracking.
- Collaborate with security, risk, and compliance teams to implement and maintain cloud

control frameworks.

- Review solution designs to ensure operational supportability, security, resilience, and compliance requirements are addressed.
- Develop operational standards and best practices for Azure platform services and cloud-native solutions.
- Provide leadership, mentoring, and technical guidance to cloud engineers and support teams.
- Manage service-level objectives, operational KPIs, and continual service improvement initiatives.
- Drive stakeholder communication and reporting for service health, operational risks, and improvement programmes.
- Support strategic cloud transformation initiatives and contribute to the evolution of the CCC operating model

What qualification should you have? The ideal candidate will have the following profile:

- Advanced expertise in Microsoft Azure cloud platforms and enterprise-scale operations.
- Strong knowledge of platform engineering, cloud networking, security, monitoring, and automation.
- Knowledge of financial services or credit insurance business processes, including the operational and regulatory requirements associated with supporting business-critical platforms.
- Experience with operational governance, ITIL processes, risk management, audit controls, and regulatory compliance.
- Proven ability to engage with business leaders, product owners, architects, and technical teams.
- Strong understanding of operational readiness, service transition, and production support models.
- Ability to balance governance, risk, operational stability, and delivery outcomes in a complex enterprise environment.

Other qualifications:

- Bachelor's degree in Computer Science, Information Technology, Engineering, or a related discipline; a Master's degree is desirable.
- Minimum 8 years of experience in Cloud Engineering, Platform Operations, Infrastructure Services, or Technical Support leadership roles.
- Minimum 5 years of hands-on experience with Microsoft Azure in an enterprise environment.
- Microsoft Azure certifications such as Azure Administrator, Azure Solutions Architect, Azure Security Engineer, or equivalent are highly desirable.

What do we offer?

- A dynamic, international and challenging work environment
- Training and support to reach your full potential including the opportunity for continuous professional development
- Attractive terms and conditions, including competitive salary, pension package and a range of flexible benefits and rewards
- Challenging tasks with individual development and training opportunities

Equal opportunities for all

The success of our organisation stands with the quality of our people and the ideas they have. Insights and innovative solutions for our customers are the result of an interplay of cultures, knowledge and experience. That is why diversity is extremely important to Atradius. To ensure that all colleagues within Atradius can develop their qualities, we

promote an inclusive culture in which everyone feels involved and valued. We encourage and welcome everyone to apply to our positions.

Do you have any questions about our offer?

Cleo Glerum, Human Resources, is available by e-mail at cleo.glerum@atradius.com.

I am Atradius! - Do you want to know who we are?

Get to know Atradius colleagues in this video:

<https://www.youtube.com/watch?v=NnsgT04OpTU&t=4s>

Atradius is a global provider of credit insurance, bond and surety, collections and information services, with a strategic presence in over 50 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit. Atradius is a member of Grupo Catalana Occidente (GCO.MC), one of the largest insurers in Spain and one of the largest credit insurers in the world.

You can find further information on our website: <https://group.atradius.com>