Manager – Cloud Operations

Description
About Us:

ITOrizon, a global IT company, brings domain expertise, industry best practices, and technology depth to help enterprises achieve excellence in Supply Chain Processes, Operational Innovation, and Digitalization programs. UCBOS, is a next-generation enterprise technology and business solutions, revolutionizing digital transformation with its unique "Zero Code" platform – Karolium. We are a fast-growing enterprise SaaS company transforming warehouse operations for global businesses. Our intelligent platform empowers companies to streamline inventory, fulfilment, and logistics, providing end-to-end visibility and agility. We combine innovation with deep supply chain expertise, we help enterprises scale efficiently and adapt quickly to a changing market. We are building the next generation of Warehouse Management Solutions (WMS) to redefine how businesses operate and grow.

Role Overview:

As the Manager of Cloud Operations, you will own the uptime, scalability, and observability of all environments—Dev, QA, UAT, Sandbox, and Production—across AWS, Azure, GCP, and on-prem infrastructure. You'll lead cross-functional teams in Ops, CloudOps, and FinOps, ensuring seamless deployments, proactive incident management, and cost-optimized cloud operations for our ERP-grade SaaS and PaaS offerings.

Description:

- Manage and optimize cloud environments across AWS (primary), Azure, GCP, and on-prem infrastructure
- Own uptime, performance, and reliability across all environments: Dev, QA, UAT, Sandbox, and Production
- Lead Kubernetes cluster operations, scaling, and lifecycle management
- Drive observability strategy including monitoring, alerting, and logging across platforms
- Oversee incident management, root cause analysis, and postmortem processes
- Collaborate with Engineering, DevOps, and Product teams to ensure smooth deployments and environment readiness
- Lead FinOps initiatives to monitor and optimize cloud spend across platforms
- Establish and enforce SLAs, SLOs, and operational KPIs
- Mentor and manage teams across CloudOps, InfraOps, and FinOps functions
- Ensure operational excellence for ERP-grade SaaS and PaaS deployments

Responsibilities

- Lead mission-critical cloud operations for global SaaS and PaaS platforms
- Work with cutting-edge technologies in a multi-cloud, hybrid environment
- Be part of a high-performance team driving operational excellence
- Competitive compensation, leadership opportunities, and career growth

Hiring organization
ITOrizon

Employment Type
Full-time

Experience
10+ Years

Role Category
Manager

Industry
Cloud Infrastructure | SaaS | PaaS | ERP | Enterprise Tech

Job Location
Bangalore, India

Date posted
September 23, 2025

Qualifications

- 10+ years of experience in cloud infrastructure and operations management
- Proven expertise in AWS and Azure; working knowledge of GCP and on-prem systems
- Hands-on experience managing Kubernetes clusters in production environments
- Strong background in incident response, observability, and performance tuning
- Experience managing operations for ERP-grade SaaS/PaaS platforms
- Familiarity with cloud cost optimization tools and FinOps principles
- Excellent problem-solving, leadership, and communication skills
- Proficiency with monitoring tools (e.g., Prometheus, Grafana, Datadog, ELK) and automation frameworks

Good to have

- Certifications in AWS, Azure, or Kubernetes
- Experience with ERP or supply chain SaaS deployments
- Exposure to compliance frameworks (SOC2, ISO 27001, etc.)
- Knowledge of Infrastructure-as-Code (Terraform, Helm, etc.)

How to Apply:

If you're ready to take ownership of cloud reliability and lead operations at scale for ERP-grade platforms, we'd love to hear from you.

Email your Resume to engage@itorizon.com