

<https://itorizon.com/job/manager-director-cloud-operations-2/>

Manager/Director – Cloud Operations

Description

About Us:

ITOrizon is a global consulting and technology company that helps enterprises design, implement, and optimize complex supply chain and digital transformation initiatives. Headquartered in Atlanta, USA, with offices in India (Bengaluru) and the UAE (Sharjah), we partner with global clients across retail, manufacturing, logistics, and distribution sectors.

We combine deep domain expertise with modern technology to deliver practical, scalable solutions. Our teams work across strategy, implementation, and managed services — helping organizations adopt leading platforms such as Oracle, Manhattan, Blue Yonder, and our next-generation composable enterprise platform, Karolium.

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.

Responsibilities

- 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

Qualifications

Hiring organization

ITOrizon

Experience

10+ Years

Role Category

Manager / Director

Industry

Cloud Infrastructure | SaaS | PaaS |
ERP | Enterprise Tech

Job Location

Bangalore, India

Date posted

December 5, 2025

- 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.)

Why Join Us?

- 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

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.

Please visit our websites: www.ITOrizon.com & www.Karolium.com

Email your Resume to engage@itorizon.com