

Meet the Cloud Support experts



Interview



Cameron Stevens

Sr. Cloud Support Specialist

How did you transition from off-Cloud to Cloud?

I had been chatting with the manager of cloud for some time about whether there was a place for me in the Cloud. I sort of just filled a gap and I have not looked back.

Now, I am not in the support level of Cloud anymore, but that was a stepping stone. It gave me direct access to the system. You can get in, you can find the files, you can make the diagnosis, you can do the testing, and you can resolve the problem. It feels a lot more responsive because you are not waiting on anybody to do the work. It is great.

What inspired you to transition?

I loved my time in Support, it was certainly a lot of fun, but getting over to Cloud was a whole new experience. It is demanding in so many ways, but it is rewarding. Being able to have that control and go out and get things done quickly makes it that much better.

How does it feel to be a part of a high-growth area of the business?

It feels like you joined a well-funded startup where you have a mission, you have a lot of things you need to get done, especially at the beginning.

You have a more personal relationship because, instead of thousands of customers, you have a few hundred customers, if that, and you must know them better. My exposure of working with clients, you end up with, not a friendship, but a relationship.

What surprised you most about the job?

It was a very natural transition. When some people go through support, they have a destination of more technical roles. This is certainly technical. If you are moving up within OpenText and you have an aspiration to be an OpenText developer, either with Professional Services or working on the core products, that is one path.

It is a gateway to Professional Services or Managed Services, but also gives you opportunities to get into DevOps-level technical work, potentially. You can work with those teams and move there if that is your interest.

What was one challenge and how did you overcome it?

The biggest challenges happen in the job when you are dealing with major outages. It is your responsibility to have communication and coordination with other departments. You must pull all those the people together to recover systems. The satisfaction in that was tiring but good.

What skills did you need to develop?

You cannot be an island in this role, and that is a good thing. Not only do you have the required comradery and requirement to accept the comradery, when something goes wrong you can ping a teammate, even if they are not on call. Teamwork is key to this. You are not alone, you are not an island, you work together, and get things working. It is cool.

What is the coolest thing about your job so far?

The coolest thing about my job so far is that I went from being Cloud Production support as a delivery-support level to moving into something more. Right now, I am moving to a new team where our focus is developing tools and monitoring solutions to deliver a better Cloud experience for our customers and for ourselves.

What is one accomplishment you're really proud of?

One of the things before I left the CPS main team was to develop the script that went out to all our servers and collect information from them. I ended up building databases of all the systems and services we run.

It is cool to be able to build something like that. That is part of our growth where we are building tools, taking ideas, and making things better through an iterative process.