



# AWS Skills to Jobs

## Cloud Support Associate Competencies

# Category: Cloud Computing

## Skill/Competency Statements

Relates the concept of virtualization to cloud computing, explaining the functionality of resources delivered through the cloud.

Relates Cloud Operations to financial and business outcomes (i.e. Cost, development timelines).

Compare different core cloud services and explain how they are used. Specifically relating to Compute, Storage, Networking, Database, Security (IAM)

Explain Serverless and Container technologies

# Category: Programming/Scripting

## Skill/Competency Statements

Demonstrate knowledge of programming/scripting language (i.e. Python, JavaScript, Java, C++, C#) by explaining the functionality of sample code.

Explain programming concepts such as data structures, conditionals, loops, variables, functions as well as object oriented principles

Solves simple programming challenges displaying methodology and approach

Explain the concept of "Infrastructure as Code" and give examples of benefits

Define the concept of CI/CD in basic terms, may not have knowledge of the systems and tools used.

Explain the concept of libraries and how they can be used in programming

# Category: Networking

## Skill/Competency Statements

Demonstrates knowledge of IP Addressing subnetting and routing.

Demonstrate knowledge of LAN and WAN networking including Private circuits, Internet and VPN connectivity.

Describe the functionality and importance of network services like DNS, DHCP, NTP

Describe the OSI layer and its significance to networking

Demonstrates the functionality of networking hardware such as switches, routers, and load balancers.

Describe how networks physically connect via fiber or copper media

# Category: Security

## Skill/Competency Statements

Demonstrate knowledge of Identity and access management as well as Authentication, authorization, and access (AAA) principles.

Demonstrate network security principles including access lists, security groups, and firewalls

Explains how to monitor system activities and investigate security breaches.

# Category: Database | Database Analytics

## Skill/Competency Statements

Understands the difference between different database types and their use cases (SQL, NoSQL, Data Warehouse)

Demonstrate the use of SQL to edit or create a SQL query to obtain a subset of data from a database

Demonstrate Database architectural design best practices to ensure data performance and availability

Explain how to back-up, restore, or migrate databases

# Category: Operating Systems

## Skill/Competency Statements

Describe the practice of preparing a new operating system for production, including user accounts, system hardening, patching,

Explain the process of server maintenance either manually or through automated system management tools.

Describe the practice of monitoring the health of systems & the impact on application performance. Example: CPU, Memory, Network I/O & Disk I/O metrics

Describe software installation and management on the system

Demonstrate knowledge of Change Management processes to change infrastructure or application environments

Demonstrates the importance of logging

Demonstrate the process to back up and potentially recover an operating system.

# Category: Problem Solving

## Skill/Competency Statements

Describe how to troubleshoot a network connectivity problem including tests and tools to investigate.

Describe how to respond to a security incident including escalation and documentation of security events?

Evaluates multiple sources of information (Internal and via searches) to investigate routes to resolve a problem

Create a mechanism to test an application, system, or infrastructure change before it is deployed.



# Category: Business Acumen

## Skill/Competency Statements

Demonstrates ability to develop and maintain effective working relationships with colleagues, managers and customers.

Produces clear and meaningful documentation or presentation to clearly communicate an idea

Demonstrates ability to communicate to stakeholders of with different technical depth.

Demonstrates technical intellectual curiosity

# Thank you!

