Cloud Support Associate

Amazon Web Services (AWS) is expanding rapidly and we are looking for talented candidates interested in working in a technically challenging and professional environment. The Amazon premium support graduate job opportunity is a full-time position and has a strong focus on training and development from global perspective. When you join AWS Support as a graduate, you will have the opportunity to learn and develop with guidance from your manager, local mentor and global mentors, not to mention the excellent long-term development prospects you would expect from this world's leading cloud company – AWS.

Amazon has built a reputation for excellence with recent examples of being named #1 in customer service, #1 most trusted, and #2 most innovative. AWS is carrying on that tradition while leading the world in Cloud technologies. As a member of the AWS Support team you will be at the forefront of this transformational technology assisting a global list of companies that are taking advantage of a growing set of services and features to run their mission-critical applications. You will work with leading companies in this space and directly with the engineering teams within Amazon developing these new capabilities.

About This Job

The AWS Support team is seeking engineers who enjoy learning cloud technology, solving and troubleshooting complex issues, and working with customers. You will be surrounded by people that are smart, passionate about cloud computing, and believe that world class support is critical to customer success. Every day will bring new and exciting challenges on the job while you:

- Learn, support, and use groundbreaking technologies
- Apply advanced troubleshooting techniques to provide unique solutions to our customers' individual needs
- Work on critical, highly complex customer problems that may span multiple AWS services
- Leverage your day-to-day customer support experience to provide the voice of the customer to internal AWS teams on how to improve our services
- Drive customer communication during critical events
- Drive projects that improve support-related processes and our customers' technical support experience

Support Areas

- Big Data;
- Cloud computing
- Database
- Networking (DNS, TCP/IP, HTTP, VLAN, etc.)
- OS (Linux and/or Windows Servers)
- Virtualization (VMware, Xen, Hypervisor)
- Security concepts / best practices
- Storage

Basic Qualifications

- Will graduate in 2021

- Bachelor's degree in Information Science / Information Technology, Computer Science, Engineering, or a related field;
- Excellent oral and written communication skills in both English and Mandarin;
- Open to working shifts
- Strong customer focus
- Strong multi-tasking skills
- Self-starter who is excited about technology

Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, disability, age, or other legally protected status. For individuals with disabilities who would like to request an interpreter or any support on-site, please inform our team.