

## Tier 1 Support Specialist, Security Technology

### Description

This is an exciting and rare opportunity. We are looking for a Tier 1 Support Specialist to embed full time with Amazon's corporate security team. The support specialist will join a global team of help desk professionals who are collectively responsible for responding to reported security device issues from c. 400 corporate locations across the globe. You will be responsible for the intake of reported security device issues, programming requests, triage of those requests, execution of response run books, and engagement of partner teams where necessary. You will also serve as the primary customer point of contact on all incoming requests and will be responsible for any follow-up communications.

**Location:** This is an in office-based role (Nashville, TN)

**Employment Status:** Full time, permanent contract. 40 hours PW. Early and afternoon shift pattern.

**Salary and benefits:** Starting salary c. \$55k. 401K, dental, vision and health.

### Key Responsibilities

- Attend owner-provided training on internal tools, software systems, basic hardware architecture, and terminology. Maintain functional-level knowledge of these tools and attend refresh training as needed.
- Communicate with customers, stakeholders and team members using phone, email, internal instant messaging tools, and live chat. Utilize response templates to ensure communications are consistent and within guidelines.
- Review incoming service requests from any of our hundreds of global corporate office locations.
- Using pre-defined run books and response templates, engage with customers through the corporate device ticketing system.
- Perform limited, view-only queries into the corporate security management software to verify and triage device outages.
- Collect information needed to make key decisions on next steps to resolve reported issues
- Engage Tier II service professionals who are responsible for completing the run books, dispatching external partners for on-site repairs, and executing programming updates as needed.

### Minimum Qualifications

- Basic computer skills, including proficiency with Microsoft Office tools including Outlook, Word, and Excel
- Excellent verbal and written communication skills in English, other languages are a bonus.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Excellent interpersonal and customer service skills.
- Excellent time management skills.
- Strong analytical and problem-solving skills.

**Preferred Qualifications**

- Knowledge of computer and/or network hardware concepts and terminology
- Prior customer service experience in a technical role i.e., IT

**Education**

- Minimum of high school or equivalent education (essential)
- Degree in a technical or IT discipline (highly desirable)

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift up to 15 pounds at times.

**Please Note**

The Company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.

All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. By completing this application, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the organization, its clients, and its employees. Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring accommodation to complete the application and/or interview process should contact a management representative.