upstream
risk management

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.

The global team provides round the clock coverage on a follow-the-sun model so you'll be working closely with colleagues across the world to provide internal customer support. The Taipei-based team will focus on support to east Asian markets so we are looking for candidates with Chinese and Japanese language skills and cultural understanding.

Location: This is an in office-based role located with Amazon's corporate office in Taipei.

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

Salary and benefits: Starting salary TWD 500,000- 580,000 per annum. Bonus available.

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

- Professional working competency in written and spoken English.

- 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

- Professional level competency in Chinese OR Japanese.
- 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.