

Tier 2 Support Specialist, Security Technology

Description

This is an exciting and rare opportunity. We are looking for a Tier 2 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 700,000 to 880,000 per annum. Bonus available.

Key Responsibilities

- Attend owner-provided training on internal tools, software systems, 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.
- Review incoming service requests from any of our hundreds of global corporate office locations.
- Using pre-defined response templates, engage with customers through the corporate device ticketing system.
- Execute pre-defined run books to help drive requests to resolution. This may include engaging internal and external teams, dispatching service providers, monitoring and adjusting settings in corporate security software systems, and escalating issues when necessary.
- Use sound judgement when making decisions on next steps that may not be defined by pre-defined run books.
- Mentoring and training tier 1 support specialists and new starters.

Minimum Qualifications

- Professional working competency in written and spoken English.
- Hands-on experience troubleshooting technical systems (i.e., Microsoft Windows)

- Functional understanding of networking, networking protocols, and the ability to apply that knowledge to troubleshoot issues
- Proficiency with Microsoft Office tools including Outlook, Word, and Excel
- Ability to speak, read, and write English with a high degree of proficiency
- Prior customer service experience in a technical role i.e., IT

Preferred Qualifications

- Professional level competency in Chinese OR Japanese.
- Experience on a customer service response team, ideally in a technical role (i.e., IT)
- Professional Certifications, i.e. Lenel System Administrator certification, Windows Administrator, CISCO Networking Certifications

Education

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