

Our growing company is searching for experienced candidates for the position of cloud support associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for cloud support associate

- Use internal AWS Support tools, customer facing tools, open source tools, AWS console, SDK, command line tools, , to provide detailed descriptions of customer issues, reproduce bugs or issues and provide these in internal ticketing systems to advocate on behalf of the customer
- Use case tracking tools and custom health tools to check a customer's environment, an associate or engineer needs to dive deep into reported symptoms, diagnose a technical issue and suggest a solution
- In addition to troubleshooting, engineers create knowledge based articles for internal and external customers, this will be primarily with services relating to EC2 Linux under AWS such as EC2, EBS, Elasticache, EFS
- Provide customers with general guidance, best practices, technical troubleshooting, and how-to's around using or migrating to AWS services around, but not limited to, EC2, EBS, EFS, to help customers with their adoption of the AWS Cloud
- Ensure that customers get the maximum value from and easily use our solutions and subscriptions
- Support customers by making sure the technical team is responding to incoming cases within the designated service-level agreement (SLA) period
- Monitor and organize daily team workflows and activities
- Plan the team's work and support it in daily activities
- Interact with other teams to ensure smooth customer experience and efficient teamwork
- Guide some of the internal changes and projects related to regional and

Qualifications for cloud support associate

- Previous experience in a support role is preferred
- Bachelor's degree, pursuing a bachelor's degree or at least two years of experience in a Technical Customer Service role
- Sound language skills in both Japanese and English
- Bachelor's degree or higher in computer science, software engineering or relevant majors
- Proficiency in English is a must (Oral, written and customer management)
- Experience or eagerness to learn in an IT related area, consulting/support/development job appreciated