**Employee Name:** Lu wang

**Employment Date:** 25-05-2020

**Job Title:** Cloud support Engineer

**Reports To:** Peter Cantwell

**Job Overview:**

As a Cloud Support Engineer, act as the ‘Cloud Ambassador’ across all the cloud products, arming our customers with required tools and tactics to get the most out of their Product and Support investment.

**Responsibilities and Duties:**

* First and foremost this is a customer support role – in The Cloud.
* On a typical day, a Support Engineer will be primarily responsible for solving customer’s cases through a variety of customer contact channels which include telephone, email, and web/live chat. She will apply advanced troubleshooting techniques to provide tailored solutions for our customers and drive customer interactions by thoughtfully working with customers to dive deep into the root cause of an issue.
* Apart from working on a broad spectrum of technical issues, an AWS Support Engineer may also coach/mentor new hires, develop & present training, partner with development teams on complex issues or contact deflection initiatives, participate in new hiring, write tools/script to help the team, or work with leadership on process improvement and strategic initiatives.
* Apply advanced troubleshooting techniques to provide unique solutions to our customers' individual needs.
* Interact with leading engineers around the world.
* Partner with Amazon Web Services teams to help reproduce and resolve customer issues.
* Leverage extensive customer support experience to provide feedback 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.
* Write tutorials, how-to videos, and other technical articles for the developer community.
* Work on critical, highly complex customer problems that may span multiple AWS services.

**Qualifications:**

* 1+ years of software development, or 1+ years of technical support experience
* Experience troubleshooting and debugging technical systems
* A solid grounding in fundamental IT concepts, networking, and systems administration that are critical for understanding cloud infrastructure.
* Experience with cloud migrations, managing cloud-based applications, and providing customer support are highly beneficial.
* Possess a strong set of technical skills, including a deep understanding of cloud services, networking, operating systems, and cybersecurity.
* Proficiency in scripting languages such as Python or PowerShell and familiarity with automation tools is also important.
* Equally critical are soft skills like problem-solving, customer service, and communication, as these professionals often serve as the first point of contact for clients facing technical issues.
* The ability to work collaboratively with cross-functional teams and manage time effectively under pressure is essential for success in this role.