**Location: Tokyo**

Description

*Striving for excellence is in our DNA. Since 1993, we have been helping the world’s leading companies imagine, design, engineer, and deliver software and digital experiences that change the world. We are more than just specialists, we are experts.*

We value individuality and we are highly interested in motivated people with a desire to grow, as we do not believe in micro-management. We look and strive for excellence and we are interested in candidates who want to grow, develop, innovate and learn.

We Value

* **Value the individuals** – We encourage and motivate people to grow. We perceive our people as a source of our success.
* **Strive for excellence** – We strive for the highest standards of excellence and continuously learn. We take pride in our engineering and accomplishments.
* **Act as a team** – We treat one another with respect and encourage the best ideas to come from anywhere within the organization. We value our diversity.
* **Focus on Customers** – We build long term customer relationships, as we strive to always understand our customers' business and needs.
* **Act with integrity** – We operate legally, honestly and ethically. We take responsibility for our actions.

We Offer

* Unique opportunity to work for challenging projects in a multinational team
* Competitive compensation depending on experience and skills
* Regular assessments and salary reviews
* Free English classes and unlimited self-service trainings
* Friendly team and creative atmosphere
* Flexible working schedule
* Corporate and social events

Project Description

EPAM Systems provides 24/7 support service for users of a major cloud platform. Support team is distributed between multiple locations. We are hiring professionals to extend our multi language Cloud Support team, based in Tokyo, Japan.

Responsibilities

* Provide support to customers using Cloud Platform products, solutions and APIs, including Big Data and Machine Learning and related services.
* Provide technical assistance and support as part of a global 24x7-support organization.  Agent must be willing to work shifts between the hours of 8:00 and 22:00 JST Sunday - Saturday including public holidays.
* Work closely with engineers and product managers to improve the product and make our customers successful.
* Follow notification and escalation procedures.
* Identify and document product bugs and feature requests and work with internal support teams as well as customers to implement effective solutions

Requirements

* 3+ years’ experience fully as either technical support or a developer in big data and machine learning services.
* Understanding Cloud technology such as AWS, Azure, GCP, etc
* Ability to read and understand code, able to write code to reproduce customer problems.
* Strong research, analytical and problem-solving skills
* Familiar with REST API, Git and machine learning framework such as scikit-learn.
* Familiar with SQL and relational database concepts.
* Firm understanding of programming (Java, etc.) and scripting languages (Python, etc.).
* Experience with Big Data architectures and technologies and BI solutions.
* Business level English skill (B1+)
* Fluent Japanese communication (native level preferred)

Nice To Have

* Experience with distributed computing frameworks (e.g. Hadoop, Spark, Flink, Storm, Samza, Beam, Big Query, etc.).
* Experience with distributed data stores (HBase, Cassandra, Riak, Amazon Dynamo DB, etc.) and/or distributed message brokers (Kafka, RabbitMQ, ActiveMQ, Amazon Kinesis, etc.).
* Experience with any ML library (pytorch, tensorflow, Spark mllib) or basic understanding of ML concepts.
* Experience with the popular technologies in the machine learning/big data ecosystem.
* Experience in technical support: familiarity with case prioritization, SLA compliance, and quality.
* Experience with PaaS and IaaS technologies.