

Argentina Jobs Expertini®

Technical Acct Mgr, ES - LATAM - SOLA

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Company: Amazon Web Services Argentina S.R.L.

Location: Buenos Aires

Category: computer-and-mathematical

Would you like join one of the fastest-growing organizations within Amazon Web Services (AWS) and help customers of all industries and sizes gain the best value and service from AWS? At AWS Enterprise Support we're looking for a Technical Account Manager to work with our customers' creative and transformative spirit of innovation across all technologies. This is a technical role, in which you will have an opportunity to be the principal technical advisor and 'voice of the customer'.

As a Technical Account Manager, you will help craft and execute strategies to drive customer adoption and use of AWS services. Your technical acumen and customer-facing skills will enable you to effectively represent AWS within a customer's environment, and drive discussions with senior leadership regarding incidents, trade-offs proactive scope and risk management. You will provide advocacy and strategic technical direction to help plan and build solutions using standard methodologies, and enthusiastically keep your customers' AWS environments operationally healthy. The closer relationships developed with your customers will empower you to understand their business/operational needs and technical challenges, and help them achieve the greatest value from AWS.

Key job responsibilities

Every day will bring new and exciting challenges on the job while you:

- Provide support to resolve inquiries from Enterprise customers regarding AWS service or

Cloud.

- Complete analysis and present periodic reviews of operational performance to customer
- Provide detailed reviews of service disruptions, metrics, detailed prelaunch planning
- Ensure AWS environments remain operationally healthy whilst reducing cost and complexity
- Foster trusting relationships with customers, understanding their business needs and technical challenges
- Lead technical discussions with senior leadership regarding incidents, trade-offs, proactive scope and risk management.
- Work directly with AWS global engineering and service teams to resolve customer issue.
- The role may require ability to travel 10-25% as needed.

A day in the life

If you want to know a little bit more about the TAM role, copy and paste the links bellow to know part of our team:

About the team

Sales, Marketing and Global Services (SMGS)

AWS Sales, Marketing, and Global Services (SMGS) is responsible for driving revenue, adoption, and growth from the largest and fastest growing small- and mid-market accounts to enterprise-level customers including public sector. The AWS Global Support team interacts with leading companies and believes that world-class support is critical to customer success. AWS Support also partners with a global list of customers that are building mission-critical applications on top of AWS services.

ABOUT AWS:

Diverse Experiences

Amazon values diverse experiences. Even if you do not meet all of the preferred qualifications and skills listed in the job description, we encourage candidates to apply. If your career is just starting, hasn't followed a traditional path, or includes alternative experiences, don't let it stop you from applying.

Why AWS

Amazon Web Services (AWS) is the world's most comprehensive and broadly adopted cloud platform. We pioneered cloud computing and never stopped innovating — that's why customers from the most successful startups to Global 500 companies trust our robust suite of products and services to power their businesses.

Work/Life Balance

We value work-life harmony. Achieving success at work should never come at the expense of sacrifices at home, which is why we strive for flexibility as part of our working culture. When we feel supported in the workplace and at home, there's nothing we can't achieve in the cloud.

Inclusive Team Culture

Here at AWS, it's in our nature to learn and be curious. Our employee-led affinity groups foster a culture of inclusion that empower us to be proud of our differences. Ongoing events and learning experiences, including our Conversations on Race and Ethnicity (CORE) and AmazeCon (gender diversity) conferences, inspire us to never stop embracing our uniqueness.

Mentorship and Career Growth

We're continuously raising our performance bar as we strive to become Earth's Best Employer. That's why you'll find endless knowledge-sharing, mentorship and other career-advancing resources here to help you develop into a better-rounded professional.

Hybrid Work

We value innovation and recognize this sometimes requires uninterrupted time to focus on a build. We also value in-person collaboration and time spent face-to-face. Our team affords

employees options to work in the office every day or in a flexible, hybrid work model near one of our Buenos Aires Amazon offices.

We are open to hiring candidates to work out of one of the following locations:

Buenos Aires, ARG

BASIC QUALIFICATIONS

- 5+ year s of hands-on Experience with operational parameters and troubleshooting for two (2) of the following: Infrastructure/ Systems Administration / Networking / DevOps /Compute/ Storage/ Database/ Big Data and Analytics/ Application-level services/ Serverless/ Applications Development in a distributed systems environment
- Bachelor's Degree in Computer Science, Engineering, Math, or related discipline required, or equivalent work experience.
- Able to communicate effectively in English, within technical and business settings.

PREFERRED QUALIFICATIONS

- Experience in one or more of the following areas: Software Design or Development, Content Distribution/CDN, Scripting/Automation, Database Architecture, IP Networking, IT Security, BigData/Hadoop/Spark, Operations Management, Service Oriented Architecture
- External enterprise customer-facing experience as a technical lead, presenting to both large and small audiences
- Experience in a 24x7 operational services or support environment
- Experience with AWS services and/or other offerings

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