Data Center Technician , DCC Communities

Apply Now

Company: AWS Turkey Pazarlama Teknoloji ve Danışmanlık Hizmetleri Limited Şirketi - D95

Location: İstanbul

Category: other-general

Amazon is looking to hire an experienced and highly motivated Data Center Technician to provide local and remote on support for its Edge & PoP (Point of Presence) locations within the EMEA region including the Middle East and Africa.

You will be expected to manage your time on site and coordinate materials and labour with external vendors to ensure that internal standards are met in the most cost-efficient way possible. You will have experience building relationships with internal and external customers along with innovating effective solutions to meet technical issues & problems as they arise. You will have previous hands on technical troubleshooting experience and a proven track record for solving complex problems. You will be expected to create and maintain project build documentation.

Most of all you will also have a passion for technology along with a desire to be the best at your job every day! Amazon is building some of the largest distributed systems in the world, and needs smart people to help plan and put the pieces together. Amazon is obsessed with Operational Excellence and strive to improve everything done. The team wants you to progress your career, so will give you the tools to focus on your next desired role and then help you reach it, this is part of Amazon's ethos.

Diverse Experiences

AWS values diverse experiences. Even if you do not meet all of the 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.

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 & 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.

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 flexible work hours and arrangements are part of our culture. When we feel supported in the workplace and at home, there's nothing we can't achieve in the cloud.

AWS Infrastructure Services owns the design, planning, delivery, and operation of all AWS global infrastructure. In other words, we're the people who keep the cloud running. We support all AWS data centers and all of the servers, storage, networking, power, and cooling equipment that ensure our customers have continual access to the innovation they rely on. We work on the most challenging problems, with thousands of variables impacting the supply

chain — and we're looking for talented people who want to help.

You'll join a diverse team of software, hardware, and network engineers, supply chain specialists, security experts, operations managers, and other vital roles. You'll collaborate with people across AWS to help us deliver the highest standards for safety and security while providing seemingly infinite capacity at the lowest possible cost for our customers. And you'll experience an inclusive culture that welcomes bold ideas and empowers you to own them to completion.

Key job responsibilities

- Triaging and repairing data center & network hardware.

- Troubleshooting network installations & configurations.

- Installing and expanding network & data center infrastructure.

- Resolving data center facility issues.

- Coordinating remote hands & eyes support for any site issues.

- Actively participate in small to mid-size projects to build new or expand Edge data centers.

- Think proactively while working within project teams to prevent support issues before they are realized.

- Building relationships with remote facilities to ensure swift response times to events.

- Drive the team to improve operational efficiency through the identification and development of SLAs, metrics, monitors, procedures, tools, and documentation.

- Produce reports to management on metrics and project status.

- Oncall duty will be required

A day in the life
As a Data Center Technician in Amazon, you will get to help build and maintain a Cloud Computing Infrastructure across a number of local and remote locations within the EMEA region. The role involves some periods working away from your team and requires the ability to drive change while maintaining excellent communications.

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

Istanbul, TUR

BASIC QUALIFICATIONS

- Third level education in computer science or management several years working in a data center operations or similar environment

- Excellent knowledge of server hardware and Linux, UNIX administration.

- Good networking knowledge & understanding of TCP/IP, MS Office, MS Project.

- Manual handling and lifting of equipment may be required (weight limits in accordance with regulations).

- This role involves significant amount of European travel

PREFERRED QUALIFICATIONS

- Experience dealing with customers during problem resolution and operating efficiently under pressure.

- Experience managing and driving complex projects to successful completion, ideally with team members in several remote locations.

- Understanding of distributed and service oriented architectures.

- Proven ability to manage customer expectations and resolve conflicts that balance client and company needs.

- Full European driving license.

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