

# EMC Global Services Associate Program

## Be a force in IT infrastructure.

The EMC® Global Services Associate Program (GSAP) is an intensive 10-week, role-based training program that includes an introduction to the storage industry, best practices and methodologies, and the EMC way of doing business. Participants in the Global Services Associate Program receive the foundation necessary to achieve technical certifications in the award-winning EMC Proven™ Professional Program, as well as other industry certifications.

At the end of the program, you will be assigned an EMC mentor for on-the-job coaching and ongoing skills development. This is a unique opportunity to develop your knowledge and provide first-class support to our customers under the guidance of an experienced EMC professional.

## Fast-track your technical services career.

We select our associates for their proven technical ability, ability to problem solve, and strong communication and customer relations skills. Then, we provide the training, hands-on experience, and technical career path to help you achieve your career goals. If you have a technical background and the desire to interact directly with customers, the EMC Global Services Associate Program is your fast-track opportunity.

## With your initiative and our opportunities, the rewards are exponential.

In GSAP, you'll get a solid foundation of role-based training in technology, services, and best practices before you are expected to perform your job duties. Next, you will transition into your full-time service role. Your technical and business expertise will be further developed through the support of your manager and a designated EMC mentor. Throughout the program, we evaluate your performance, assess areas for development, and get you ready for advancement.

When you're responsible for keeping more information protected and available than any other organization in the world, being good isn't good enough. EMC Global Services, a key business unit of EMC, delivers a level of service that is simply not available anywhere else. Our people are recognized and rewarded for making that possible. In fact, EMC has been named a "Top Entry-Level Employer" by CollegeGrad.com. EMC also appears on the CIO 100 list by *CIO* magazine for being one of the top 100 companies embracing IT innovation, and for the fourth consecutive year, EMC was recognized by *Training* magazine as a top-ranking learning and development organization among technology companies.

*“The GSAP program provided a thorough technical and customer solution-oriented framework that prepared and empowered me in my role as an associate technical consultant. It was an opportunity to network with other ATCs internationally. We've established a strong working support system to help us champion EMC products and solutions.”*

Associate Technology Consultant, GSAP Alumnus

**EMC. Exhilaration lives.**

**EMC<sup>2</sup>**  
where information lives®

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## Associate Program Career Opportunities

Title	Description	Minimum Requirements	IT Experience Required	Training Boot Camp Duration
Associate Customer Engineer	Field support and maintenance of EMC products	Associate's Degree, Technical Discipline (Networking, MIS, Computer Engineering, etc.)	0-2 years	9 weeks
Technical Support Engineer	Provides remote technical support to internal and external EMC customers from centrally located EMC support centers	BS Computer Science	0-2 years	9 weeks
Associate Implementation Specialist	Implementation of business continuance software and moderately complex solutions	BS Computer Science	0-2 years	9-10 weeks
Associate Practice Consultant	Provides technical and consultative support on EMC technical solution opportunities on a range of IT consulting engagements (e.g., Microsoft, Infrastructure)	BS Computer Science	0-2 years	6-8 weeks
Associate Technical Education Specialist	Develops technical training for EMC employees, partners, and customers	BS Computer Science	0-2 years	9 weeks
Associate Storage Operations Specialist	Management of the customer's storage infrastructure	BS Computer Science	0-3 years	9 weeks
Associate Project Manager	Manages customer service delivery contracts and activities	BS Information Technology Management, MIS	1-3 years	5 weeks
Associate Technology Consultant	Supports presales activities (architecture, configuration, qualification, and supporting documentation) leading to the sale of EMC solutions	BS Information Technology Management, MIS	1-3 years	8 weeks

## The IT storage world isn't one-dimensional—so why should your job be?

The EMC Global Services Associate Program gives you training in a broad range of environments and the opportunity to put your skills to use. The expectations are exceedingly high—but so are the rewards.

“The GSAP program has accelerated my career in ways I never thought possible. The experience that I gained in the courses is invaluable for providing the tools and knowledge to perform my job, while the networking with the other associates, instructors, and mentors will continue to benefit me throughout my career.”

Associate Technology Consultant, GSAP Alumnus

## Take the next step

At EMC, you'll find a diverse, talented team of professionals dedicated to creating, implementing, and supporting innovative solutions in information infrastructure.

Are you ready? The EMC Global Services Associate Program is looking for qualified candidates today.

To apply, visit [EMC.com/college](http://EMC.com/college), click “Associate Training Programs,” click “Search Job Postings Today,” search keyword “GSAP,” and apply.

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