

**IT Security Support Specialist (M/F/D)**

**Be** **part** **of** **something** **special;** **come** **join** **the** **Secusmart Professional Services Team!**

Secusmart, a fast-growing subsidiary of BlackBerry Limited, is the leading expert in the development and implementation of comprehensive anti-eavesdropping solutions for German government agencies and emergency services as well as governments and public authorities worldwide. With teams in Germany and North America, we secure enterprise information and applications on today’s most popular mobile devices and platforms, protecting both business and personal data.

**Are you the person we’re looking for?**

Services in themselves have little value, their value lies in what they can enable a business to achieve. As part of the Professional Services team at Secusmart, you will be responsible for the deployment, configuration, management, and technical support of Secusmart solutions in Germany and internationally.

You will play an integral role as the technical point of contact for our customers within government and the private sector. This will include collaboration with internal and external resources to ensure a smooth workflow and thus a successful implementation of our projects. With this understanding, we will be looking for you to be proactive in your communication with the customer and support them in mobilizing their business processes by means of our products and help guide them to an error-free operation.

We have some of the brightest minds working on cutting edge platforms at Secusmart. Join us and you’ll become part of a team that is already leading the way and there is no telling what you could accomplish.

**What we will do for you:**

* Support your ideas and initiatives
* Provide access, market knowledge and insight into the hottest & fastest moving industries, Cyber Security & IOT
* Give you the opportunity to try new things and work with a team whose priority is driving growth, developing our portfolio and building long lasting relationships with customers
* Provide a vast amount of training and growth opportunities
* Give you access to some of the newest and cutting-edge technology
* In return for your skills, experience, and passion, we offer a great salary, bonus & outstanding benefits package

**What we would like to do for us:**

* Take the overall technical responsibility of customer projects after the conclusion of the contract
* Focus on the setup, configuration, and integration of Secusmart solutions into the customer's infrastructure.
* Prepare all activities in close coordination with the customer and carry them out on-site at the customer's location.
* Systematically perform thorough error analyses and create solutions in close coordination with the development department
* Create technical project and user documentation
* Provide technical support to our customers, both remotely and on-site and respond to customer-specific adaptations
* Coordinate escalations to internal departments as well as to manufacturers and suppliers
* Train the customer in the use of our solutions
* Support the product management and the sales team with your technical expertise
* Use your experience gained with the customer to contribute to the further development of our solutions.

**What we need you to bring:**

* An education as a IT System Integrator, IT Technician, IT Consultant or have comparable professional training and professional experience
* Strong knowledge of network protocols and services (routing, switching, VLAN, firewalling, TCP/IP)
* Experience in system integration within different customer and product environments
* A track record of numerous successful on-site assignments with customers
* Familiarity with the administration of Linux systems (CentOS/Red Hat or comparable) on command line level and the administration of virtual machines
* A soft spot for mobile devices and their applications
* A conscientious and responsible mindset with good analytical skills, especially in error analysis
* The ability to communicate complex, technical issues in a structured and easily understandable way
* Competent in working efficiently on your own as well as in a team and a very good command of written and spoken English and German
* The ability to manage yourself and others with the scope of small projects
* Customer orientation and satisfaction at the top of your priorities
* An interest in constantly expanding and improving your knowledge and skills
* Willingness to travel domestically and internationally, sometimes at short notice
* It would be desirable for you to have knowledge of Mobile Device Management, an understanding client/server architecture and a RHEL certification however this is not a must.

**Interested in hearing more? Then we would love to hear from you.**

**An Absolute Commitment to Equality**

It is the policy of BlackBerry to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, creed, religion, national origin, alienage or citizenship, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law.

**EEO Minorities/Females/Protected Veteran/Disabled**

BlackBerry strives to create an accessible and inclusive application and selection process and is committed to working with and providing reasonable accommodation to job applicants who may require provisions to participate in the selection process. Should you require an accommodation, please contact recruitment@blackberry.com to discuss your needs.