

**Senior Technical Consultant – On-site at Customer (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 provision, configuration, and technical support of Secusmart solutions on-site at our government customers in the Bonn area.

You will play an integral role in supporting the customer in their operations and work in close coordination with the customer’s IT and service administrators, as well as their VIP support staff. On the Secusmart side, you’ll always have an open line of communication to your colleagues in the Professional Services team and the international development department. 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 you to do for us on customer-site:**

* Independently carry out the lifecycle management of the Secusmart solution, including the introduction of new product releases and new device or firmware generation updates
* Maintain an existing knowledge database or assist in its development
* Provide technical 2nd line end user support
* If required, train the customer in the use of Secusmart solutions.
* Also take care for the setup, configuration, and integration of Secusmart solutions into the customer's infrastructure. Preparing these activities in close coordination with the customer and, if necessary, carry them out with the support of other team colleagues.
* Systematically perform thorough error analysis and create solutions in close coordination with the development department
* Adapt existing documentation to the current needs of your customer and create brief instructions for the administrators or end users of the solution as required

**What we need you to bring:**

* A bachelor’s degree in the field of IT or equivalent combination of education and comparable professional training with professional experience as an IT System Integrator, IT Technician or IT Consultant
* A confident manner of speaking, writing and comfortable speaking in front of stakeholders or VIPs.
* The ability to adapt well to people with different levels of technical understanding and from different hierarchical levels
* A good sense of the importance and urgency of tasks
* Customer orientation and satisfaction at the top of your priorities
* A soft spot for mobile devices and Android & iOS platforms
* A conscientious and responsible mindset with good analytical skills, especially in error analysis
* An excellent command of written and spoken English
* An interest in constantly expanding and improving your knowledge and skills
* It would be desirable for you to have experience with ticket management & asset management systems and knowledge of Mobile Device Management; 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.