Senior Technical Consultant IT

Do you want to serve government customers others only dream of?
Come join the Secusmart Professional Services Team!

Secusmart, a subsidiary of BlackBerry Limited, is the leading expert in the development and implementation of comprehensive anti-eavesdropping solutions for German government agencies and organizations responsible for the provision of emergency services as well as governments and public authorities outside of Germany. 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?

As part of the Professional Services team at Secusmart, you will be responsible for working with our customers across the world with the implementation and ongoing use and deployment of our products. You'll take technical responsibility for client projects, building relationships with customers and providing a seamless service, ensuring satisfaction with our solutions.

In return for your talent and enthusiasm we will provide you with competitive opportunities for development and training, and an attractive compensation & benefits package. You'll also have the chance to thrive in a dynamic environment, working alongside outstanding colleagues. In short, you bring the talent and we provide the environment and resources for you to build your skillset and accelerate your growth & personal development.

You will:

- Take technical responsibility for clients' projects, post sales
- Jointly with clients and partners prepare the integration of our solutions into clients' infrastructure
- Carry out installation, update, configuration and migration work
- Perform systematic and careful error analysis
- Create technical project and user documentation
- Support our clients in rolling out their service
- Provide technical support to clients remotely as well as on-premise
- Coordinate escalations, including escalating incidents as necessary to manufacturers and suppliers
- Train and support our clients on the Secusmart solution
- Contribute to the professional services aspects of new Secusmart products and releases
- Provide consultancy to our product management and sales teams

You will have:

- Qualification as a professionally trained IT specialist, IT consultant, systems integrator or comparable experience
- Demonstrated experience in systems integration
- Strong knowledge of network protocols and services
- Deep understanding of administering Linux systems i.e. CentOS/RedHAT on command-line level.
- Good knowledge of VMware virtualisation in systems requiring high availability including experience of how to manage/administer virtual machine

- Strong understanding of client and server hardware
- Reliable and conscientious, with good analytical reasoning skills
- Ability to explain complicated topics to clients in a structured and easy to understand manner
- Ability to work efficiently both independently and alongside a team, with strong interpersonal skills in English and German
- Excellent customer serving skills, with a passion for delivering quality and client satisfaction
- The motivation to achieve continuous improvements of the products you deal with
- An interest in continuously developing your knowledge and skills
- **Willingness to travel in Germany and abroad, sometimes at short notice**

This would be a plus:

- Experience in management of technical projects
- Knowledge of Windows Server 2008/2012, Active Directory and Exchange Server, Microsoft certification (MCSE/MCITP)
- RHEL certification
- Knowledge of Mobile Device Management systems