

## JOB DESCRIPTION

<b>Job Title:</b>	Associate Technical Support Engineer (German Speaking)
<b>Department:</b>	Technical Support
<b>Location:</b>	Theale
<b>Reporting to:</b>	EMEA Technical Support Team Leader

### About Clearswift

Clearswift is a leading information security company which forms the product division of RUAG Groups' Cyber Security business unit.

Clearswift specializes in critical information protection, supporting organizations to collaborate safely and securely across their digital collaboration channels. Our technology offers simultaneous inbound/outbound protection from both cyber-attacks and sensitive data loss, preventing information borne risks and enabling organizations to comply with data protection regulations.

The Clearswift portfolio consists of the latest email, web, endpoint and information governance technologies that build into an Adaptive Data Loss Prevention (A-DLP) solution which is recognized on the Gartner Magic Quadrant for Enterprise DLP.

### About RUAG

RUAG has outstanding technological capabilities on land, in the air and in space. Today about 8,700 committed and skilled staff at the production locations in Switzerland, Germany, Sweden, Finland, France, Austria, Hungary, Australia and the USA are driving forward the technologies of tomorrow.

More information is available at [www.ruagcybersecurity.com](http://www.ruagcybersecurity.com)

### Clearswift Values

Clearswift's culture is driven by its values:

Show **visionary thinking** in all that we do, drive for **high performance** and continuously **collaborate** to make a difference.

## Key Responsibilities

- Provision of technical support to customers across the Support Region through customer portal, telephone and email, in the form of workarounds and answers to technical queries.
- Incident management, ensuring that customer incidents are dealt with as per defined process and methodology and that resolution is provided within the terms of service performance targets and contractual service level agreements.
- Problem Management - active participation in the creation and maintenance of technical 'Solutions/Answers' in the Support Knowledgebase.

## Skills Profile

### Customer Service

- 1<sup>st</sup> line technical support background, preferably with 1 or more year's experience.
- Proven customer interaction skills
- Proven communication skills and ability to work as part of a team

### Technical

#### Mandatory

- Fluent in German and English
- Working knowledge of internet based messaging
- Competent with Linux and Windows technology.
- Understanding of the fundamentals of IP networking, including DNS and IP addressing

#### Desirable

- Linux certification
- IT Security certification
- Microsoft certification in one of the following
  - Exchange 2010
  - SQL Enterprise Server 2005 – 2014
  - Windows Server 2012

## Personal Characteristics

- Enthusiastic self starter
- Technical aptitude and a strong desire to learn more

## Other

The job is located at our offices in Reading, Berkshire. We offer a competitive salary and an excellent range of benefits, as well as career progression opportunities associated with a dynamic and growing organization.

clearswift

RUAG Cyber Security

Name:	
Signature:	
Date:	