

## JOB DESCRIPTION

<b>Job Title:</b>	Technical Support Engineer (German Speaking)
<b>Department:</b>	Technical Support
<b>Location:</b>	Theale
<b>Reporting to:</b>	Technical Support Engineer-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.
- Communication with internal and external customers to provide visibility of incident progress, working with L3 product maintenance specialists to ensure effective expectation setting on the resolution and timeframe of escalated cases.
- Problem Management - active participation in the creation and maintenance of technical 'Solutions / Answers' in the Support Knowledgebase.

## Skills Profile

### Customer Service

- At least 3 years in a technical support role
- Proven customer interaction skills  
Proven communication skills and ability to work as part of a team

### Technical

#### Mandatory

- Experience supporting and maintaining enterprise class software products, systems and solutions that include middle tier email / web servers and relational databases in a UNIX / Linux or Windows environment.
- A good understanding of Network, Messaging and Security based products and solutions.
- An understanding of security administration, database administration, table modification and database sizing.

#### Desirable

- Linux Professional Institute certification
  - LPIC 1 – LPIC3
- Microsoft certification in one of the following
  - Exchange 2007 / 2010
  - SQL Enterprise Server 2005 / 2008
  - Windows Server 2008
- VM Ware / Hyper-V certification
  - VMware Certified Professional (VCP)
  - VMware Certified Advanced Professional (VCAP)

### **Domain Knowledge**

- Understanding of Enterprise Software system support.
- Comfortable troubleshooting enterprise class software solutions.
- Strong desire to learn new technologies and products.

### **Communication**

- Excellent written and verbal communication skills in English.
- Excellent written and verbal communication skills in German.
- Ability to work effectively as part of team, including local and virtual support teams.
- Ability to produce product documentation and create customer deliverable reports

### **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.
- Flexible working hours are required.
- We offer a competitive salary and an excellent range of benefits, as well as career progression opportunities associated with a dynamic and growing organization.

Name:	
Signature:	
Date:	