



Customer Success Manager role in IoT security

Based in Reading, UK

We are looking for a highly motivated and well-rounded customer success manager to work in a dynamic environment.

You will join a small, friendly and talented team to build and maintain customer relations and support them in using our flagship IoT security software platform: KeyScaler. This position is office-based, located in our UK HQ in Reading - a brand new serviced office with great benefits, a literal stone's throw from the station.

At Device Authority you will be responsible for

- The successful onboarding and guidance of customers through rollouts of the KeyScaler platform
- Proactively engaging with customers, ensuring they get the most out of the products
- Representing the voice of the customer, providing input into the core product, marketing and sales processes
- Building and maintaining documentation used for training and client self-help
- Maintaining our customer facing ZenDesk system, following SLAs
- Collaborating closely with technical team members to resolve issues for customers, while ensuring strong communication with the client
- Be the customer champion – a trusted point of contact between Device Authority and several enterprise accounts

You should have

- Experience working in a customer facing role
- A bias for speed, action and communication
- Strong written communication, PowerPoint and presentation skills

Bonus if...

- Experienced running technical and non-technical training sessions
- Experience with IT security products and protocols (PKI)

Why work at Device Authority?

- Get to work with a passionate, dedicated, and diverse group of people building on the leading provider of IoT IAM.
- Grow as a developer with ongoing training.
- Offices in Reading, UK and Fremont, California.
- KeyScaler uses patented technology (9 US issued and 6 Foreign issued) and is validated with several customer implementations in Industrial and Healthcare sectors.

About Device Authority:

Device Authority is a recognized leader in IoT security, in particular device identity centric IAM for IoT solutions. IAM for IoT is different, but also complementary to traditional IAM (Enterprise and Cloud IAM).

KeyScaler™ platform provides trust for IoT devices and the IoT ecosystem, to address the challenges of securing the Internet of Things. KeyScaler™ uses breakthrough technology including Dynamic Device Key Generation (DDKG) and PKI Signature+ that delivers extraordinary simplicity and trust to IoT devices. This solution delivers automated device provisioning, authentication, credential management and policy based end-to-end data security/encryption.

Device Authority partners with the leading IoT ecosystem providers, including AWS, DigiCert, Gemalto, HID Global, Microsoft, nCipher Security, PTC, Thales, Wipro and more. Keep updated by visiting www.deviceauthority.com, following @DeviceAuthority on Twitter.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Submit applications to careers@deviceauthority.com



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