



# Technical Support Specialist

## Based in Reading, UK

We are currently looking for a highly motivated, ambitious, professional individual who can work well in a team environment. This role offers a great opportunity to take ownership of our client-facing Technical Support function, which will lead to professional development and career progression.

We're in an exciting period of growth, and our global enterprise clients demand the highest level of technical support. The successful candidate for this role will have the rare opportunity to work with the biggest names across various industries, including Government, Healthcare, Finance, and Manufacturing.

This position is located primarily in our Reading, UK Office, with flexible working possible.

## Responsibilities

- Ownership of client support tickets from submission to resolution
- Be the initial point of contact for our enterprise clients, assist with troubleshooting their queries, and engage the relevant internal expertise as required
- Perform root cause analysis of incidents, and develop processes for effective remediation
- Ownership of the ongoing reporting of incident trends to our Senior Leadership team to influence our development priorities
- Manage our knowledge base to ensure effective and efficient documentation of known issues and resolutions

## Required Skills & Experience

- Strong testing, analysis and troubleshooting skills
- Ability to follow, create and document technical processes
- Previous experience in a customer-focused technical support role
- Good knowledge of Linux systems
- Excellent verbal and written communication skills
- Good foundational knowledge of networking, and server/client architectures
- Comfortable working with ticket management platforms and remote assistance tools

## Tools used (Experience desirable)

- Zendesk – for ticket management and client-facing knowledge base content
- Jira & Confluence – for internal development tasks and documentation
- Postman – for API investigation and troubleshooting
- MS Teams – for remote desktop assistance
- Linux CLI script-based tools – for application troubleshooting

## 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 with ongoing training.
- Offices in Reading, UK and USA.
- KeyScaler uses patented technology and is validated with several customer implementations in Healthcare/Medical Devices, Automotive and Industrial 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, Ericsson, Entrust, HID Global, Microsoft, PTC, Thales, Venafi, Wipro and more. Keep updated by visiting [www.deviceauthority.com](http://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](mailto:careers@deviceauthority.com)**



[www.deviceauthority.com](http://www.deviceauthority.com)

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