



Technical Support Specialist

We are 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, Automotive, Finance, and Manufacturing. This position is based at our UK HQ in Reading, with remote working options.

You will be responsible for:

- Strong testing, analysis and troubleshooting skills
- 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

The required skills are:

- 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 and Windows Operating 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
- Ability to adhere to existing SLA processes and escalation procedures.

Bonus if...

- 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
- Remote access tools for ssh sftp, rdp, telnet etc.
- Proficient with Microsoft office suite
- Experience with Docker Virtualization Technologies
- Python scripting

Why work for us?

- Get to work with a passionate, dedicated, and diverse group of people building the leading platform for securing machine identities and enabling zero trust for IoT.
- KeyScaler™ uses patented technology (9 US issued and 6 foreign issued)
- Grow as a developer with ongoing training
- Hybrid working with offices in Reading, UK and Fremont, California

About Device Authority:

Device Authority is a global leader in securing machine identities and enabling Zero Trust for IoT. Device Authority's KeyScaler™ is the only platform to automate and manage machine identities throughout their lifecycle, delivering automated device provisioning, authentication, credential management, policy-based end-to-end data security/encryption and secure updates and providing complete device, data and operational trust.

Device Authority partners with the leading IoT ecosystem providers, including AWS, Dell, DigiCert, Gemalto, HID Global, Intel, Microsoft, nCipher Security, PTC, Sectigo and Thales.

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

