



RECRUITMENT VACANCY

CUSTOMER SUCCESS TECHNICIAN

CUSTOMER SUCCESS TECHNICIAN

KEY FACTS

LOCATION	Stevenage, Herts (Plus remote working)
CONTRACT	Full time (37.5 hours per week)
SALARY	Competitive
CONTACT	people@bulletproof.co.uk

OVERVIEW

Bulletproof is a rapidly growing technology-focused cyber security company that is looking for a talented Customer Success Technician to help us take the next steps towards our goal of being globally recognised as an innovator in the Cyber Security industry.

Working as part of the Customer Success team, you will be responsible for providing our customers with an incredible technical support experience by helping them get the most from our EndPoint Security, Vulnerability scanning and Security Information and Event Management (SIEM) services.

You should apply if you enjoy working in a fast-paced, innovative business with an exciting brand that has fun and creative ideas and is looking to disrupt the security market.

This is an opportunity to be part of an exciting and fast-growing security company that has engineered its own innovative products from the ground up. We want to bring someone into the team to help find new ways to globally share our vision to use technology and most importantly talented people to solve businesses most difficult security challenges.

PRIMARY RESPONSIBILITIES

- Be the first point of contact for customer's technical support enquiries via phone, email and Intercom
- Troubleshoot, investigate and fix technical issues across a wide range of operating systems, software and hardware
- Take ownership of the customer's issue from initial report through to resolution
- Work closely with our internal technical teams and third-party vendors to fix complex issues
- Identifying issue trends and bugs and work with our technical teams to prioritise and fix these
- Creating and maintaining internal and customer-facing technical support documentation

SKILLS REQUIRED

- The ability to WOW customers
- A strong understanding of troubleshooting methodology
- Be proactive and able to work autonomously
- Able to understand technical issues and explain them to non-technical users
- Highly organised and able to prioritise and manage time effectively
- Be able to consistently and reliably follow process
- Able to problem solve and think on your feet
- Strong written and verbal communication skills
- Good attention to detail

REQUIRED QUALIFICATIONS / EXPERIENCE

- Minimum two-years' experience in a technical support role
- Proven experience in supporting customers across a wide range of hardware and software applications
- A proven track record of supporting customers by phone, email and LiveChat
- Experience in handling customers in a B2B environment would be beneficial
- Previous experience of leading calls and meeting with B2B customers is desirable

PERSONAL ATTRIBUTES

- Creative
- Innovative
- Honour commitments
- Support your team
- Positive can-do attitude
- Analytical with exceptional problem-solving skills
- Able to plan and manage time effectively
- Able to think laterally
- Accurate in approach with strong attention to detail
- Self-motivated and committed to driving your own development

BULLETPROOF BENEFITS

- 25 days annual holiday
- An additional day's annual holiday for your birthday
- Company pension
- Private healthcare
- Subsidized gym membership
- Company perks platform
- Frequent team events
- Relaxed working environment
- Flexible working policy

ABOUT US

BULLETPROOF

YOUR BEST DEFENCE AGAINST CYBER THREATS

We believe that our information and cyber security services are the best way to stay ahead of the hackers, take control of your infrastructure and protect your business-critical data. Key to our success is our in-house UK Security Operations Centre staffed 24/7 by our highly trained penetration testers, security analysts and compliance experts.

Bulletproof's most popular services include:

- Penetration testing,
- Social Engineering
- Red Team
- Proactive Monitoring
- Training
- SMB/SME cyber security products
- Compliance Services

Bulletproof is the dedicated cybersecurity arm of the ServerChoice Group, an organisation with over 10 years' experience in providing secure online services, so you can be sure you're joining a well-established, growing organisation.

USEFUL LINKS

www.bulletproof.co.uk

www.serverchoice.com

Please note that as part of the recruitment process a criminal records check will be carried out by an authorised third party.



 01438 532 900

 contact@bulletproof.co.uk

 www.bulletproof.co.uk