



Digital Defense, Inc. is searching for a self-starting, technically minded individual to join our team in a full time role as Tier II Client Support Representative.

The Client Support Representative will provide superior service to organizations utilizing Digital Defense information security, risk assessment, and compliance products and services. Working with the Client Support Supervisor, this position will ensure that client service level agreements are met or exceeded.

Responsibilities:

1. Actively schedules and delivers information security, risk assessment, and compliance products and services to new and existing clients.
2. Acts as Tier II support for all of DDI's products and services. Escalates issues to other tiers per SOP.
3. Assists the Client Support Supervisor in meeting project revenue goals through proactive service scheduling and follow up.
4. Participates in bug meetings, enhancement reviews and product development release meetings as needed.
5. Participates in all product beta testing, logging case issues as needed.
6. Works with the Client Support Supervisor to identify internal processes that require streamlining, replacement or elimination.
7. Provides input into proposed enhancement requests submitted from internal and external users as needed.
8. Performs other duties as assigned.

Knowledge and Experience:

1. Associates degree or higher in Networking, Computer Science, Information Systems or Information Assurance. Work experience may be substituted for education on a basis of 2 for 1.
2. 1-2 Years experience in a call center or help desk environment.
3. Must have excellent troubleshooting skills and the ability to solve unique client issues.
4. Strong interpersonal skills and a desire to work in a team environment.
5. Bilingual skills are a plus.
6. Experience with any or all of the following is beneficial:
 - o Microsoft/UNIX/Linux based server administration
 - o Common server and application implementation and administration (web server, mail server, etc.)
 - o Microsoft CRM experience
 - o Vulnerability assessment and penetration test methodologies
 - o Digital Defense products & services
 - o Financial institution computing systems and applications

Job Perks:

1. Compensation - \$35,000-\$38,000 annually
2. PPO based healthcare plan
3. Vision, Dental and 401K plans
4. Foosball table and Darts
5. Annual holiday party
6. All the soda and Red Bull you can drink

Interested Candidates should mail their resume to: CSR_Search@digitaldefense.net