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**Title: Client Support Representative**

Reports to: Director, Managed Security and Support Operations

**ESSENTIAL FUNCTIONS**

The Client Support Specialist will provide superior service to organizations utilizing Digital Defense information security, risk assessment, and compliance products and services.

**Responsibilities:**

1. Actively schedules and delivers information security, risk assessment, and compliance products and services to new and existing clients.
2. Acts as Tier 1 support for all of DDI's products and services. Elevates issues to other tiers per standard operating procedures.
3. Provides training on Digital Defense products and services to clients.
4. Assists the Operations Division in meeting project revenue goals through proactive service scheduling and follow up.
5. Participates in bug meetings, enhancement reviews and product development release meetings as needed.
6. Participates in all product beta testing, logging case issues as needed.
7. Works with the Director, Managed Security and Support Operations to identify internal processes that require development, streamlining, replacement or elimination.
8. Provides input into proposed enhancement requests submitted from internal and external users as needed.
9. Ensures internal and external service level agreements are met or exceeded.
10. Performs other duties as assigned.

**KNOWLEDGE AND EXPERIENCE:**

1. High School diploma or equivalent. College degree(s) a plus.
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. Must have solid understanding of networking, computing systems and vulnerabilities. Certifications such as Network+ and Security+ are a plus.
5. Strong interpersonal skills and a desire to work in a team environment.
6. Experience with any or all of the following is beneficial:
  - Microsoft/UNIX/Linux-based server administration
  - Common server and application implementation and administration (web server, mail server, etc.)
  - Microsoft CRM experience
  - Vulnerability assessment and penetration test methodologies
  - Digital Defense products & services
  - Financial institution computing systems and applications

**SUPERVISORY RESPONSIBILITY:** No

**H1B Support:** No

**Relocation Assistance:** No

**Contact:** [HRSECOPS@ddifrontline.com](mailto:HRSECOPS@ddifrontline.com)

***Attacks are inevitable. Defense is imperative.***