

JOB IDENTIFICATION

Position Title: EMEA Technical Support Agent (English)

Location: Okhla, Delhi

Department: Technical Support/ COO

Unit: GMO GlobalSign, India

Reporting into: Assistant Manager - Technical Support

ABOUT GLOBALSIGN

Established in 1996, GlobalSign is the leading provider of trusted identity and security solutions enabling businesses, large enterprises, cloud service providers and IoT innovators around the world to secure online communications, manage millions of verified digital identities and automate digital signing, authentication, and encryption. Its high-scale PKI solutions support the billions of services, devices, people, and things comprising the Internet of Everything (IoE). The company has offices in the Americas, Europe, and Asia.

GMO GlobalSign Certificate Services Private Limited has also been certified as 'Great Place to Work' Effective from the year July 2022. This is another step for us on our journey of building a High-Trust and High-Performance Culture. GlobalSign India also has fared much better than Top 75 Great mid-sized companies.

JOB SUMMARY:

After training you will provide proactive and effective technical support to GlobalSign customers with a goal of first-time fix. Will be able to identify issues and know when to escalate and communicate with the appropriate selected parties. Help to deliver Departmental KPIs, work towards departmental productivity and improve efficiencies. Understand GlobalSign as an organization, its history, goals and mission because of the nature of our business and its changing requirements.

This job profile is a general outline of the type of key tasks the job holder will be asked to undertake in their role. It will be reviewed regularly in consultation with the post holder and as part of GlobalSign's performance structure. In addition, at the request of the manager, job responsibilities and duties may change from time to time depending on the department's alignment to GlobalSign's Mission and Vision.

JOB RESPONSIBILITIES:

- First point of contact for GlobalSign customers; supporting GlobalSign products, providing a proactive and effective technical support service with a goal of first-time fix.
- Research, investigate and resolve customer technical issues via phone call, email and Live Chat within departmental SLAs.
- Contacting customers around the globe with tact and diplomacy, utilizing the Quality Assurance framework and Customer Service guidelines.
- Follow company security policies, processes, and procedures at all times. Shift cover, including some weekends to provide a 24/7 support operation.
- Liaise and work with Tier2 Support Agents in Cases/Incidents that require escalation as well as other assigned tasks.
- Follow personal training and development plan agreed with Manager Meet or exceed KPIs/Goals agreed upon with Manager.
- Follow the MIAT (Major Incident Assessment Team) support and escalation processes.
- Communicate new article suggestions and current article updates to the Support Knowledge Base team.
- Communicate ideas for departmental improvements to Manager.

REQUIRED SKILLS:

- Proven experience of minimum 6 months to 3 years as Customer Support Agent, or relevant role.
- Should at least be a bachelor's degree holder.
- Strong communication skills, both written and verbal including managing stakeholders and customers and balancing diplomacy and tact with assertiveness.
- Is customer focused and understands the importance of Customer Service.
- Has the ability to work as part of a team but it is just as comfortable working independently.
- Has excellent organizational skills and can show this by being able to prioritize and meet deadlines. Shares ideas, asks questions and displays calm and positivity in a demanding environment.
- Analytical and competent in the use of information and communications technology.
- Able to represent the big picture whilst focusing on the specifics of delivery.
- Shows a willingness to self-learn and displays evidence of progression in their job role.
- Ideally familiar with ITIL (Information Technology Infrastructure Library).
- Ideally PC literates and has a typing proficiency of a minimum of 35 wpm with 1 mistake and if not, willing to develop that skill.
- Ideally familiar with project management tools and techniques.
- Knowledge and experience using Microsoft Office and CRM applications.
- Ideally understand security principles, concepts and techniques used in the IT Industry.

SECURITY RESPONSIBILITIES:

At GlobalSign we believe that security is the responsibility of every employee. We therefore expect the employees to minimize risk by reducing and preventing the impact of information security threats to GlobalSign, as to protect against loss of confidentiality, integrity, and availability. All GlobalSign employees are held responsible for maintaining the required level of information security within the scope of their job function. The GlobalSign information security framework clearly defines and documents these responsibilities, as well as responsibilities for individual information assets and security processes.

At a minimum, the responsibilities include:

- Using information assets for authorized purposes only.
- Understanding the security classification of information assets and using the information assets accordingly.
- Not disclosing or releasing direct or indirect information assets to any third-party without appropriate authorized management approval.
- Protecting information assets placed in the care of users from misuse, disclosure, theft, and destruction, whether it is by accident or deliberate means.

GlobalSign employees will be required to sign the Acceptable Use Policy that stipulates their responsibilities in terms of information security at the start of their employment and at any time these are updated.

BENEFITS:

- Work with one of the Great Places to Work among top 75 mid-sized companies.
- Meaningful and rewarding work that is performed with integrity.
- A culture of learning in collaboration with great young colleagues and leaders.
- A unique career journey shaped by your talent and curiosity.
- Support and trust to thrive in your career and life.
- Get Insurance against your and immediate family's health.
- Get a Flexible Working Hours environment.
- Vaccinate yourself by reimbursing the cost.
- Make Fun C Friends at Office, Go for outings and yearly off-sites.



APPLICATION PROCESS:

If you satisfy the qualifications described above, find our business compelling, and are committed to exemplifying our “One GlobalSign Way” behaviors consistently, we encourage you to submit your application. Please forward your cover letter and current CV/resume to hr.in@globalsign.com

As you read through, You understand that by continuing to apply for this vacancy, you are agreeing to the processing of your personal data, subject to GlobalSign's [Privacy Policy](#)