

CS EMEA Technical Support Agent

Summary of the role

Purpose: First (technical) escalation point for the GlobalSign Technical Customer Support team within Client Services.

Department: Client Services – Support

Reporting into: CS West Support Assistant Manager

Location: Maidstone, UK

Reports: This role does not have people management responsibilities.

Travel: Occasional

Background checks: Due to the trusted nature of our business, you will be required to undertake identity, right-to-work and role-appropriate background checks (which includes criminal record checks and qualification verification), together with periodic reviews of trustworthiness when required. You will also be required to immediately inform your line manager of any changes in your circumstances relevant to these checks.

Main job responsibilities and accountabilities

- Research, investigate, and resolve customer technical issues via phone call, email and live chat.
- Act as an escalation point for trainee queries.
- Provide mentoring and guidance to trainee agents, supporting their day-to-day queries and ongoing development.
- Escalate complex technical issues to Senior Technical Support Agents when all appropriate troubleshooting steps and available resources have been exhausted.
- Contact customers around the globe with ability to communicate, lead, and handle delicate situations with professionalism, sensitivity, diplomacy, and discretion.
- Ensure that applications made by customers meet the company's strict security policies.
- Collaborate effectively as part of a team, demonstrating initiative and motivation.
- Help maintain prompt response times.
- To implicitly understand x509 certification, trusted CA PKI, IOT/IOE and surrounding technologies and protocols.
- Develop a thorough understanding of all GlobalSign products, GCC & ATLAS, processes, projects and system(s), and MIAT operations.
- Shift work including some weekend working as required according to the business needs of a 24/7 operation.
- After training, work with minimal direction as a team member or alone.
- Comply with company policies and procedures, including but not limited to information security and acceptable use, and for undertaking mandatory in-house company training and surveys as required.
- Undertake other job responsibilities and accountabilities within the remit of the job role as and when these may arise.



Person specification

Essential

- Clear and concise verbal and written communication skills in English, sufficient to perform the duties of the role effectively.
- Experience building relationships with third parties, including customers and stakeholders or demonstrate equivalence.
- Experience working collaboratively with colleagues across different teams or business areas, or the ability to demonstrate equivalent capability.
- Experience of a Customer Service environment.
- Experience and knowledge of trainee support responsibilities.
- Knowledge and experience of Microsoft Office and CRM applications.

Desirable

- A technical background in Software Engineering/Testing Experience.
- A qualification in Computer Sciences.
- Familiar with ITIL (Information Technology Infrastructure Library) framework and functions.
- Ideally has knowledge of project management tools and techniques.
- Ideally understands security principles, concepts and techniques used in the IT Industry.

One GlobalSign Way

Our employees are expected to fully embrace our 'One GlobalSign Way' and demonstrate the following behaviours daily in their job roles.

- *Ownership* - Be responsible and accountable for own job responsibilities, performance, conduct, learning, training, development, career progression and effective communication.
- *Creativity* - Challenge how things are done, suggest more effective and efficient ways of working, actively seek to improve customer service and product offering to both external and internal customers.
- *Integrity* - Behave ethically and morally by complying with Company rules, policies, processes, procedures, and governmental/governing body laws and regulations.
- *Collaboration* – Understand and demonstrate effective team working skills by working successfully within and across teams.
- *Diversity (and inclusion)* - Contribute to a dignified work environment by respecting and including others irrespective of age, culture, ethnicity, race, nationality, religion, belief, gender, gender reassignment, sexual orientation, disability, marriage/civil partnership and pregnancy/maternity.
- *Waku Waku* - Seek to be passionate and positive about GMO GlobalSign by aligning with the mission, vision, behaviours and objectives.

What we offer

We offer a competitive salary and benefits package including company profitability scheme, workplace pension, group income protection insurance, group private health insurance, group life insurance cover and much more.

**Application process and deadline**

If you meet the criteria listed above, found the nature of our business fascinating, and can demonstrate our One GlobalSign Way behaviours daily, then please apply for the role by sending us a cover letter along with your current CV/resume before by 5PM, 27 May 2026. Please email your application to hr-uk@globalsign.com.

Privacy Policy

I understand that by continuing to apply for this vacancy, I am agreeing to the processing of my personal data, subject to GlobalSign's [Privacy Policy](#).