

**Job Title:** TECHNICAL SUPPORT CONSULTANT

(We are looking for various levels for this role from junior to senior people.)

J2 Software is an established African security-focused technology business founded in 2006 to deliver practical, world-class security services and solutions to our customers. Using our proven approach of getting things done, we provide real solutions to ever-changing cybersecurity problems.

We are here to make sure that you have enterprise-grade security, no matter the size of your business. J2 Software will deliver managed security services that are tailored to your individual business.

No business is the same and we, therefore, know that there is no one-size-fits-all solution.

By delivering fast to implement, practical solutions we ensure that we are your strategic IT and security partner and will be part of the journey to improved security and effective compliance which goes beyond simply ticking a checkbox. Real security allows our customers to operate more efficiently knowing that information is secured, and their reputation protected.

**Job Description:**

The Technical Support Consultant supports J2 Software's customers through helpdesk and onsite support for effective operations of all J2 products and Services. They will be responsible for the daily customer support and reporting of all tickets for J2 Software and all customers. They will ensure all services meet customer needs and ensure alignment. They will work collaboratively with all J2 Software technical teams, sales and any other teams involved in delivery and the operation of the J2 Software products and services for their customers.

They will contribute to pursuing cohesion, performance, and leadership as well as service improvement. With regular and ongoing governance of service delivery including reporting, analysis and recommendations for improvements and follow-up. They will nurture working relationships with customers and key stakeholders, and must constantly review existing methods and approaches, addressing any communication or process gaps.

The Technical Support Consultant role is one of the most vital parts of the J2 Technical Services Team. In this role they will coordinate and improve on all service support activities within J2 Software and its customers. They support on technical matters and manage issues proactively and verify that they follow J2 Software policies to ensure all components are functioning optimally. They must follow and maintain metrics that help provide a high level of productivity, supportability, and operational readiness and success. They should have a proven track record in supporting technical services and mainstream technologies. They should have a proven track record in supporting technical services and mainstream technologies.

**The Employee will uphold the following roles:**

- Support for Microsoft 365/Azure, WithSecure, Mimecast, online backups and other J2 Software services
- Reporting Services for J2 Software customers as required
- Remote and on-site IT Support for J2 Software customers as required

**The Employee will be responsible for, but not limited to, the following tasks:**

- Logging and attending to support calls for J2 Software solutions and services.
- Customer reporting and data analysis where required
- Logging and attending to support calls
- Installations and implementations for J2 Software customers
- General administration functions as required
- Ensure the daily, weekly and monthly reporting requirements and tasks are performed. These include, but are not limited to:
  - Implementation of all products and services
  - Customer health checks
  - Backups
  - Anomalous activity monitoring
  - Alerts from all products to be actioned and closed.
  - Risk and security issues

**The Employee undertakes (as a J2 stakeholder) to:**

- Carry out all roles and duties that are assigned to you that are reasonable and lawful;
- Obey and execute all lawful and reasonable instruction(s) as per the request of your J2 supervisor or management.
- Demonstrate the values of J2 in all business dealings and transactions, protect and promote the business, reputation and goodwill to the best of your ability.
- Devote your time and attention during working hours to company business, and such additional time as your position reasonably requires.
- Maintain an up-to-date knowledge of hardware, software and general IT systems by studying relevant publications and participating in educational programs.

**Technical Services and Products experience:**

- Microsoft experience and certifications
- Email Gateway experience and certifications
- Endpoint Security Applications, AV and EDR
- DNS/Web Security Applications