Technical support engineer

- **Sydney, Australia**

At Devicie, we're a team of passionate technology advocates on a mission to secure people's digital environment so they can work productively, without fear. We believe passionately that end-users shouldn't have to be technology or security experts to operate their day-to-day workspace productively.

Devicie has reinvented end user device security and management for organisations, empowering people to do their best work safely and productively.

Role Description

We are looking for a security visionary to build, enhance, develop, and promote the security paradigms inherent in the platform. Devicie already provides practical centralised controls over endpoints with tangible and intangible security benefits. The opportunity both to develop further endpoint security benefits, and greatly enhance visualisation of the benefits and status of the environment from a security perspective is almost unlimited.

You will work with the leadership and senior team to identify, prioritise and develop process, procedures and use case outcomes with security benefits to end customers. You will work very closely with the engineering and other technical teams to design, and ultimately build the delivery artefacts to deliver these security benefits to customers.

Key Responsibilities
- Responding to client-side issues in a timely manner
- Driving resolution of these client issue
- Work with the teams to expand or develop processes where those do not currently exist.
- Document and improve existing procedures for all technical areas.
- Employing exceptional problem-solving skills, with the ability to see and solve issues before they snowball into problems.
- Stay current with industry trends, making recommendations as needed to help the company excel.
- Aid other members of the organisation or its customers in any capacity, whenever reasonable and practicable.
- Other organisational requirements as needed.

Requirements

- Bachelor's Degree in Computer Science or Engineering; or equivalent experience.
- Proven experience in delivery across an organisation, and able to work under those associated pressures.
- High integrity and a positive work ethic, with the ability to engage multiple stakeholders by use of your excellent interpersonal skills.
- The ability to document and communicate your knowledge and the task requirements to any audience, regardless of their skill and knowledge level.
- Familiar with Microsoft Intune and device level security on Windows and macOS.
- A working knowledge of PowerShell, Azure Identity, and security mechanisms.
- Skilled at working in tandem with a team of engineers, or alone as required.

Desirable

- Some understanding of project management methodology and practices.
- Demonstrable knowledge of Modern Workplace specifically, Microsoft EM+S, Intune, Windows 10 and Data Visualisation.
- Experience in application packaging and deployment.
- Experience in remote device management via SCCM and agile practices highly desirable.
- Exposure to large scale administration of endpoint management & security.
- Relevant certifications in the technical space which align to this position.

Reporting lines and relationships

Reporting to: Head of data and analytics
Division: Support
Key relationships: Engineering, Product
Direct reports: Current – none (future TBC)TBC
Location: Sydney (remote TBC)

About Us

Here at Devicie, we might best be described as having big brains and big hearts, with creative minds, and we (seriously) have the most fun when we're fixing things and solving problems. We're a (cyber)security anomaly, both protective and progressive, and we celebrate our neurodiversity knowing full well that one of our superpowers is that we DON'T think inside the box. As life-long learners, we are always curious about how things work and when they don't. Every day, we're striving for perfection in solving the security vs productivity dilemma for end-users. We're always on the look-out for smart people with big hearts, who are passionate about cybersecurity, and who want to join our team of reinventors. Chances are you're frustrated by the way security gets done today, so come and help us build a better tomorrow.

If you are interested in applying for this role, please email workwithus@devicie.com