**Customer Support Placement 2017**

**Location: London or Barnsley, UK**

The Egress Placement Program is a fantastic opportunity for ambitious individuals looking to take their first steps in a Customer Support role in a software-based IT Security organisation.

**Who Are Egress?**

Egress Software Technologies is an award-winning provider of encryption services designed to secure all forms of electronic information via a single platform. Egress encryption services are currently used by organisations around the world and across multiple sectors. We’re proud of our award winning technology which is the very best in the business. We were recently awarded the Cloud Security Solution of the year at the 2016 Computing Security Awards, and last year we were named Best Security Company of the Year at the 2015 Cyber Security Awards. In the last three years, we have developed from a small company with big ideas, to having a headcount of over 100 people and multiple offices across the UK and North America.

**What would I be doing as a Customer Support Placement?**

You will be part of our Customer Support team for a 12-month placement as part of your university course. You will be responsible for supporting a fast-growing customer base covering the public, financial and professional services sectors.

Responsibilities will include:

* Providing first and second line telephone support to business end users
* Performing research tasks and projects
* Promoting Egress products, services and training as part of enterprise level support
* Assisting with software training and consultancy both internally and as required on customer site
* Providing technical advice to the sales and marketing teams.

Full training in the company’s product portfolio will be provided to you.

This role is based in either our London or Barnsley office, but you may be required to travel throughout the UK from time to time.

The role will start in Summer 2017 and will last 12 months.

**What rewards and benefits would I get in this role?**

* 25 days annual leave
* Discounted Gym Scheme

The base salary for this position is £14,000 (Barnsley) or £15,000 (London) per annum.

If you manage to impress us throughout the duration of your placement year, it is possible you could be offered a permanent graduate position.

**Would I suit this role?**

This position is for a current second year student at university who is working towards a 2:1 in a computer-based degree. You will have a mathematical or scientific mind, and you will have a passion for Customer Support. You will possess a natural communication style, outstanding interpersonal skills, and demonstrable ability to work on your own initiative and as part of a wider team.

Any exposure to the following technologies would be desirable:

* MS Windows XP/Vista/8, MS Windows Server 2003/2008/2012 or MAC OSX
* MS Office 2003/2007/2010/2012
* SQL, .NET, C#. Java, C++.

**How Do I Apply?**

If you think you could be our next Customer Support Placement Student, please submit your CV and a short covering letter on our website [www.egress.com/careers/vacancies](http://www.egress.com/careers/vacancies). Applications close 4th February 2017.