



Job Title:

Technical Support Engineer Intern

Work Location:

Aylesbury, United Kingdom

Role Introduction:

In this position, you will be part of the Enabling Technologies Technical Support team, who support customers throughout the EMEA region.

Daily you will work with some of McAfee's most valuable customers, assisting them in the use of McAfee products and services to the highest levels. The role consists of both reactive issue resolution and pro-active communication.

- You will be working with our customers to help them protect their organisations against cyber-attacks.
- You will provide advice and recommendations in advance as well as assistance when their networks come under attack.
- You will be on the front line, working with both large and small customers experiencing problems with ePolicy Orchestrator and McAfee Agent products.

This is an ideal opportunity for an undergraduate with a passion for security and software defence technologies.

- You'll be surrounded by a team of experienced, veteran specialists who are expert in helping our customers protect their most valuable assets using our leading-edge technology.
- You will have 12 months to learn and develop your own experience with the assistance of their expert coaching.
- You will experience working with our Business and Enterprise support team as well as some time with support management learning some valuable skills.
- We will be providing a solid grounding for anyone seeking a career in Information Security.
- We are a global leader in this field, and this opportunity will provide you with early exposure to real world incidents and attacks, alongside the experience of working within a world class software organisation.

Company Overview:

With the mission of capturing the biggest market share in the area of cyber security, network security, endpoint security, threat research, malware research, cloud security, we work together for a common goal of shaping the company's future by designing and building the best in class robust and scalable security products for consumer and enterprise customers. As industry top performers, we aim to develop optimized high performance system software solutions with high availability and reliability.

Culture and our pillar values are central to McAfee's philosophy. Every day we embrace a more diverse workforce and inclusive environment. We are encouraged to bring your true selves to work. Our wide range of social communities & programs, flexible work hours and family-friendly benefits, all allow our employees to feel valued as people, while enjoying positive and challenging work. Check out more: [Careers & Life at McAfee](#)

As a Technical Support Engineer a typical day might include the following:

- Supporting our ePolicy Orchestrator and McAfee Agent products, including information requests and managing customer technical issues to resolution, maintaining proactive communication at all times.
- Providing technical support for McAfee Business and/or Enterprise Support Customers.
- Working on Service Request / Support allocations, as well as internal improvement projects.
- Provide administrative support, including producing reports for management.
- Log all activity associated with any service request in our CRM system so that a complete and thorough record is maintained for both the customer and McAfee.
- Liaising with internal global teams to identify and implement beneficial opportunities.
- The role will suit an enthusiastic and confident undergraduate with excellent communication skills, with a desire to learn new skills and work as part of a highly skilled support team.

You possess core skills like:

- Customer focus.
- Ability to quickly learn about new products and technologies.
- Excellent verbal and written communication skills in English.
- Capable of working unsupervised by prioritizing work and focusing on meeting agreed objectives in a required time-frame.
- Ability to integrate quickly with existing team so that maximum contribution to team goals can be achieved rapidly.
- Excellent methodical problem-solving skills
- Ability to speak additional European language (DE/ES/IT/FR) will be considered strong advantage

Our Vision:

To enable a world where cyber security is so consistent, reliable and effective that it becomes a trusted foundation in our lives - like clean air and water. Our technology enables the world to fully

realize the transformative power of the digital age, by protecting all that matters. By doing our job well, we drive limitless innovation, securely.

Our Values:

We live our values day in and day out, do you think you can live our values with us? If you can, don't think, just connect with us. Together is power.

- We achieve Excellence with Speed and Agility
- We Play to Win or Don't Play
- We Innovate without Fear
- We Practice Inclusive Candor and Transparency
- We Put the Customer at the Core

Unleash your Power ... ***Join our Talent Network:*** <http://careers.mcafee.com/>

McAfee prohibits discrimination based on race, color, religion, gender, national origin, age, disability, veteran status, marital status, pregnancy, gender expression or identity, sexual orientation or any other legally protected status.