



**Technical Specialist (f/m/d)
for Pre-Sales and Support wanted!**



Technical Specialist (f/m/d)

We are an **internationally oriented software company** based in Southern Germany with customers all over the world. To strengthen our US Sales Team located near Boston we are looking for an **enthusiastic customer-orientated technical specialist**.

As a Cryptshare Technical Specialist (f/m/d) for Pre-Sales and Support you will be involved in both **pre- and post-sales activities**, working closely with the sales team. With your expertise you will help to **win new customers**, presenting Cryptshare's email encryption offerings to customers, understand their use cases, and position the product according to these use cases.

Through post-sales you will be continuously working with customers to **implement and customize Cryptshare** and delivering **customized training**, providing 1st level support, and engaging with Cryptshare's Support and Product Management to ensure that 2nd level technical issues are dealt with quickly and appropriately. You will be in close contact with Product Development **actively contributing to the ongoing success of Cryptshare's products**. Of course, you will be trained and supported in our technology.

Responsibilities

- Assist Customers implementing Cryptshare
- Develop and deliver customized training covering deployment, administration, customization and use of the product
- 1st level support during regular business hours
- Support pre-sales calls to discuss Cryptshare product features and benefits
- 10% travel to customer sites in US and Canada per quarter, attend trade shows and other outreach events as required

Where to find us:

Cryptshare Inc.
18 Commerce Way
Woburn, MA 01801

How to contact us:

Tel: +49 761 389130
Mail: jobs@cryptshare.com
Web: www.cryptshare.com

Must haves

- Excellent communications and interpersonal skills in direct customer support, training and presentation of technical solutions
- Linux and Windows system administration skills as well as high-level VMware administration skills
- High-level understanding of cryptographic technologies and network infrastructure (TCP/IP, proxies, firewalls)
- Comfortable with developing pre-sales and project deliverables.

Nice to have

- Experience with scripting technologies (e.g. Powershell) and cloud infrastructures
- Understanding of MS Outlook/Exchange and IBM Notes/Domino
- Strong analytical skills regarding customer use case and technical issues

This challenge appeals to you?

Then don't wait any longer and get in touch with us: jobs@cryptshare.com.

We offer lots of creative freedom, strong growth potential and are looking forward to welcoming you to our team!



I'm Rebecca and I work as HR Manager
at befine Solutions.

If you have any questions, please feel free to contact
me directly:

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or

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About Cryptshare

Cryptshare gives you a quick win and a long-term solution to the challenges of securing e-mail and large files and in doing so enriches your compliance infrastructure and policies. Inexpensive, and powerful. Cryptshare - making e-mail better.

For more information please visit www.cryptshare.com or wiki.cryptshare.com.

How it started

Befine Solutions was founded in 2000, a specialist software developer working on behalf of blue chip corporate clients. Over the years, a number of solutions developed for one client were found to be useful to others with modest changes or simple customisation. This allowed the team to meet requirements of many clients by utilising re-usable, stable, scalable and effective solutions to complex problems. We believe we can solve the problems that others cannot, and so that is what we do.

The development of Cryptshare

Cryptshare was shipped to first customers in 2007 immediately leading to requests from others to buy a license. The problems of the ad hoc exchange of large files and securing e-mail were quickly identified as a more universal problem in large and small companies across all industries. Feedback from the market and a strong belief in the team helped define a product roadmap specifying the additional features required by this now fast growing group of customers. Ease of use, strong encryption, frequent updating, sophisticated management, configuration and policy control tools and the ability to communicate with other applications via a simple API and much more have been added, with patents pending for key innovations.

Cryptshare today

Customer numbers have grown rapidly since 2010 with resellers appointed in many countries enabling sales to accelerate quickly. Investment in the team has allowed more specialised development of the roadmap, greater technical support and dedicated product management as well as much more sales and marketing activity with customers in 30 countries, and more than 3 million licensed users so far.

More about
Cryptshare - making email better.

www.cryptshare.com