

Who we are

Our expertise in the PKI environment makes us a pioneer for digital IT security solutions. With our products, we help large companies manage digital certificates more efficiently, securely, and fully automated. We do this with verve and commitment. We are professional, tech-driven, digital, and innovative. We learn from you, and you learn from us. But more important than your knowledge is your personality: in the team, every single person counts, and we work hand in hand to advance our goals together. As an addition to our IT team, we are looking for enthusiastic

Support & Documentation Engineer (m/f/d)

Your Role

You will be part of a team whose primary goal is to ensure and continuously improve customer satisfaction. Depending on your skills and preferences, you will support us with:

- Consulting in system integration projects and technical sales support
- Creation and maintenance of useful documentation as
 - Admin & User manual, Release Notes (online/offline)
 - Customer integration (online/offline)
 - Best Practice / Use Case / Configuration examples / FAQ / Q&A (Online)
- Provision of demo or PoC environments
- Supporting customers with tricky technical and architectural questions concerning the integration of our system
- Presentation of our solution to customers and at trade fairs
- Development and implementation of product trainings (online & in presence)
- Coordination of PoCs, product demos and customer integration projects

Your Profile

- Professional experience in the IT sector
- Initial experience with documentation frameworks and tools
- Understanding the need for and benefits of good documentation
- Very good communication style in direct customer communication
- Very good ability to put complex, technical issues into written form for documentation purposes
- Very good English language skills
- Nice to have would be German language skills and experience in Markdown / Azure DevOps / Windows / Active Directory / Certificates / LDAP / MDM / PKI

Benefits

- Permanent position with attractive salary
- Flexible working hours & mobile working
- Extensive continuing education and training platform
- Career opportunities in a successful, fast-growing company
- Various projects for well-known customers
- Very good working atmosphere and highly motivated, international colleagues
- Modern workplace in a charming environment in the center of Stuttgart

If you enjoy challenging projects in the fast-growing IT security environment and enjoy working closely with well-known manufacturers and customers, providing them with advice and support, please send us your application with CV, salary requirements and availability, or feel free to call us: Renate Busch Tel. +49 (0)711-96000115. You can find more information on our product website www.m2trust.de.