

Mobile Device Support Engineer (Bengaluru)

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Company: Okta, Inc.

Location: Bengaluru

Category: architecture-and-engineering

Get to know Okta

Okta is The World's Identity Company. We free everyone to safely use any technology—anywhere, on any device or app. Our Workforce and Customer Identity Clouds enable secure yet flexible access, authentication, and automation that transforms how people move through the digital world, putting Identity at the heart of business security and growth.

At Okta, we celebrate a variety of perspectives and experiences. We are not looking for someone who checks every single box - we're looking for lifelong learners and people who can make us better with their unique experiences.

Join our team! We're building a world where Identity belongs to you.

We are seeking a talented and motivated IT Support Engineer to join our growing team and play a key role in the successful implementation and ongoing support of our Mobile Device Management solution and corporate mobile device program. At Okta, we prioritize the security of our technology infrastructure. Recognizing the critical role that mobile devices play in our daily operations, the implementation of Mobile Device Management (MDM) is integral to our commitment to data security and also plays a critical role in our employee technology experience.

As an IT Support Engineer, you will play a pivotal role in safeguarding our organization's sensitive information by ensuring the secure configuration, monitoring, and support of our MDM solutions on BOYD and corporate-owned mobile devices. In this role, you will help us

support secure mobile application access in a variety of ways. You will be a subject matter expert within our support team for mobile device access, assisting our employees, creating documentation, and training other support team members. You will also engage closely with our hardware team and procurement vendors to ensure a seamless integration of our MDM solution with newly procured corporate devices, guaranteeing a standardized and secure mobile environment. This collaboration extends to managing device provisioning, overseeing device configuration, and coordinating with our managed mobility services (MMS) vendor to address any procurement-related inquiries, assisting with audits, and compiling spend and usage metrics. Lastly, you will partner closely with our strategic sourcing team and mobile carriers around the globe as needed as part of managing our corporate mobility services program.

Our goal is to empower our employees for success while ensuring the utmost security for our data. The successful implementation of Mobile Device Management not only enhances individual employee productivity and efficiency but also fortifies our assets against potential cybersecurity threats. Join us on Okta's mission to become the world's most secure company.

Job Duties and Responsibilities:

Provide Level 1 and Level 2 support for MDM-related issues, ensuring prompt and effective resolution.

Troubleshoot and address end-user inquiries related to MDM configurations, policies, and application functionality.

Respond to break-fix incidents and terminations promptly, diagnosing hardware and software issues on mobile devices.

Assist with testing in advance of device upgrades as well as OS patch deployment and upgrades.

Coordinate closely with vendors for device activations, upgrades, warranty support, lifecycle management and facilitate device repairs or replacements as needed.

Cultivate strong relationships with vendors, acting as a liaison for escalations, procurement, and support-related matters.

Collaborate with telecom providers/phone carriers to oversee mobile phone & plan related

inquiries.

Create and maintain documentation for common troubleshooting procedures and user guides.

Conduct regular audits to assess device compliance and implement corrective measures to ensure all managed mobile devices adhere to our security policies and requirements.

Meet and/or exceed Service Delivery SLAs and NPS goals

Minimum REQUIRED Knowledge, Skills, and Abilities:

3+ years of relevant IT support experience managing endpoints and mobile device administration.

3+ years of relevant experience with JAMF, Microsoft Intune, Okta, ServiceNow.

Experience with MDM configuration and supporting iOS & Android devices.

Previous experience with vendor management (carriers, MDM, MMS)

Experience with high priority escalations and high-pressure situations.

Strong ability to multi-task and successfully coordinate multiple projects simultaneously; ability to prioritize activities effectively, while ensuring a high level of accuracy and attention to detail.

Experience with IT asset management, including hardware asset management within ServiceNow.

Strong communication skills - ability to deliver clear and concise communications.

Self-starter with initiative and a high 'figure it out' factor.

Proven desire to take ownership of tasks and projects and follow through to completion.

Willingness and ability to work during US business hours in a rotating manner with other team members (estimated 20-80% of time).

Willingness and ability to work onsite from the Okta Bangalore office in a hybrid manner.

#LI-CS7

What you can look forward to as an Okta employee!

Amazing Benefits

Making Social Impact

Fostering Diversity, Equity, Inclusion and Belonging at Okta

Okta cultivates a dynamic work environment, providing the best tools, technology and benefits to empower our employees to work productively in a setting that best and uniquely suits their needs. Each organization is unique in the degree of flexibility and mobility in which they work so that all employees are enabled to be their most creative and successful versions of themselves, regardless of where they live. Find your place at Okta today! .

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