



Technical Supporter (m/f)

Service comes first for you. As a technical supporter, you play a central role in the interface between the company and our customers. Your (software-)technical understanding and analytical thinking skills help you to quickly familiarize yourself with complex tasks and to find solutions for our customers' individual requests. With commitment and creativity, you drive projects in a team and ensure the quality of results. Here you benefit from your independent, proactive and solution-oriented way of working.

Your tasks

- First contact person (m/f) for customers for all technical issues
- Increase customer satisfaction by competent consultation of inquiries
- Proactive solution finding for customer problems including customer consulting
- Interface between customer and development
- Configuring and delivering software fixes
- Provision of remote maintenance access and carrying out appropriate maintenance
- Compliance with and further development of support processes including documentation
- Incorporation of customer feedback to optimize our products

Your profile

- University degree of computer science or completed technical training
- High IT affinity and experience in the IT industry, ideally in customer service
- Knowledge of the processes of an innovative support structure
- Strong communication skills and confident in dealing with customer enquiries
- Distinct service mentality and a systematic way of working
- Good command of spoken and written English
- Knowledge of German language (B2)

Insiders Technologies is one of the most successful IT companies in Germany. We accompany our customers on their way to becoming a digital company – with innovative software for intelligent input management and modern customer communication. Through research collaborations and the exchange of experience in the market, we ensure the innovative strength of our company. We offer our employees a wide range of development opportunities and long-term career prospects. In interdisciplinary teams we work with modern methods such as design thinking or scrum and create scope for our own ideas. Exciting team events and joint sports activities also help to balance out the daily work routine.

Data protection for applicants

At <https://www.insiders-technologies.de/en/home/privacy-policy-hr> we will inform you in detail about the processing of your personal data.

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