

Senior Technical Support Engineer (m/w)

We are a leading start-up for mobile enterprise messaging. Our multi-platform solution includes development for mobile, tablet and desktop on the client side. On the back-end side we offer customers an on premise as well as a cloud and private cloud solution, and use high security standards and advanced protocols. We have a good mix of different technologies like Docker, Ansible, Node.js, relational and non-relational databases, just to mention a few. We are looking for a Senior Technical Support Engineer (m/w) in full-time that works closely with sales, partners and customers in order to deploy Teamwire and solve incidents and support cases.

Your Assignment:

- You work in a great engineering team together with sales, customers and partners on customer deployment and support topics.
- You provide technical leadership by gathering and assessing technical specifications and requirements of customers for a successful deployment.
- You own and drive deployment projects. You participate onsite and offsite acting as technical resource to ensure successful implementations.
- You analyze and implement technically complex systems that are highly performant, reliable and scalable.
- You evaluate and troubleshoot customer issues using problem-solving skills to prioritize and track incidents to closure under pressure.
- You are responsible for quickly solving potential incidents and customer support cases in collaboration with engineering, customers and partners.
- You work closely with engineering and product management to escalate bugs, feature requests and complete user acceptance testing.
- You provide effective and timely communication about support cases to colleagues, customers and partners.
- You manage the customer relationship and make sure that the support expectations of customers and their users are met and ideally exceeded.
- You prepare deployment specifications, user guides, FAQs and other technical documentation.

Your Profile:

- You have ideally studied computer science or a similar course.

- You like to deploy and support IT solutions for businesses which lead in reliability, performance and scalability.
- You are great at managing relationships, building trust and effectively communicating with customers and partners.
- You have strong problem-solving skills and high quality standards for quickly addressing customer support cases and solving incidents.
- You have very good knowledge of at least 3 of these programming languages: awk, bash, Python, JavaScript, SQL.
- You have got very good knowledge of GNU/Linux, Docker and Ansible or a similar automation solution.
- You quickly come to grips with new programming languages, frameworks and tools.
- You like to find solutions for architectural problems, incidents and bugs before they appear.
- You have at least 6 years experience in technical support within an enterprise customer-facing environment.
- You are self-directed, reliable, show initiative and work independently.
- You have punctual attendance and are flexible to work variable schedules and travel if necessary.
- You are a team player with a positive attitude and have strong organizational as well as communication skills.
- You are fluent in German and English (both spoken and written).

What We Offer:

- A young, nice and motivated team
- An entrepreneurial organization with no hierarchies
- A workplace where you can constantly learn and personally grow
- Agile and customer-focussed development workflows
- Working with newest technologies in international environment
- Start-up feeling with creative freedom

Location:

Aschaffenburg (Germany) or potentially Home Office

About Teamwire:

Teamwire is a fast, easy to use and secure enterprise messaging app. Teamwire improves the internal communication with colleagues and teams, and increases the productivity of businesses and large corporations. Users can send 1:1 and group messages, post status updates, exchange video and voice messages, and share calendar dates, files and much more. Teamwire fully complies with strong German and European data protection needs and is a completely encrypted solution. The service can be easily managed for the whole organization and ensures company-wide compliance. Teamwire is available for all mobile and desktop platforms as a cloud, private cloud or on-premise solution. More information: www.teamwire.eu

Please contact us at info@teamwire.eu if you want to find out more about an exciting opportunity in our fast-growing start-up. We are looking forward to hearing from you!