



PR/086632 | Customer Support Engineer (f / m / d)

## Job Information

### Recruiter

JAC Recruitment Germany

### Job ID

1512850

### Industry

IT Consulting

### Job Type

Permanent Full-time

### Location

Germany

### Salary

Negotiable, based on experience

### Refreshed

December 24th, 2024 11:24

## General Requirements

### Minimum Experience Level

Over 3 years

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Business Level

### Minimum Education Level

Associate Degree/Diploma

### Visa Status

No permission to work in Japan required

## Job Description

### COMPANY OVERVIEW

1. A German subsidiary of a Japan-based world-wide telecommunication Corporation with offices in Düsseldorf, Frankfurt and Munich is seeking a Customer Support Engineer (f/m/d). The company's services are not only limited to telecommunication and internet services, they are also provide one-stop ICT solution services, including network set-up and other IT operations. By serving a wide range of clients, the daily work is always new, efficient and ambitious.
2. While being part of a global corporation, this company is a straightforward environment: open and in contact with the entire world, but small enough for supporting and looking out for each other.

### JOB RESPONSIBILITIES

- As part of our Customer Projects and Support (CPS) Team you will make sure that customers receive exactly the service they need to meet their expectations. Your role therefore involves both technical expertise and people skills

- Providing advice to our customers, answering their questions, and sometimes literally saving their day with your efficient and on-the-mark troubleshooting.
- Working closely with the Sales Team to develop new or ongoing projects. Using your and your colleagues' technical expertise, you will find applications for the trickiest requirements, create effective information, and implement successful, up-to-date, and sustainable solutions

#### **JOB REQUIREMENTS**

- As a natural problem-solver, you delight in thinking out of boxes and in using your knowledge and skills to find solutions to any kind of challenge that crosses your path.
- You take your communication seriously and are good at explaining your ideas.
- You enjoy sharing your expertise so people understand your solutions
- You know that any good solution needs to be preserved to be sustainable and take care to provide effective documentation for various purposes and stakeholders.
- Languages: business-fluent or near-native German and English skills. Japanese or interest in Japan and Japanese business culture would be a plus
- Professional experience in providing IT Support to customers and in creating network environments and/or a degree in IT Engineering.
- Interest in hardware (Dell, Fujitsu, HP etc.), TCP/IP, cloud services, Windows, data security, certifications, network settings (CCNA) and backup technologies.

#### **BENEFITS AND FURTHER**

- A permanent employment contract with a competitive salary.
- Options for remote working for up to 3 days/ week and a centrally located, modern and comfortable office for the other days.
- Local transportation pass (Deutschland Ticket) and other little perks.
- 30 vacation days per year.
- A friendly, supportive, and international working environment with lots of opportunities for you to grow and realize your full potential.

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACDE #countrygermany

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Company Description