



WE ARE SEARCHING

1ST & 2ND LEVEL SUPPORT (M/F/D)

About us

e.SIC is developing a cloud-based holistic end-to-end platform for inspection processes as well as artificial intelligence for service-oriented solutions for the inspection and maintenance of critical infrastructures such as sewers, pipelines and tunnels.

Learn more about us at www.esic-sarida.cloud

Location

Germany-wide

Contract type

Full-time

Admission

As of now

Your tasks:

- As the first point of contact for our customers, you are responsible for first-level support
- Administration and processing of customer inquiries via our ticket system
- Localization, classification and elimination of incoming fault reports
- Support in customer care
- Participation in customer training and customer introduction processes (onboarding) or application consulting
- Analysis of platform usage
- Assistance with the creation of support material such as FAQ or manual
- You will provide our customers with comprehensive support in all matters relating to our product and answer our customers' concerns via remote maintenance or, if necessary, on site
- You will actively support our users in dealing with IT applications via remote-software
- You will be responsible for conducting product training for our new customers
- You will derive suggestions for process improvements from your activities
- You act as an interface between the development and the sales department

Your profile:

- You have successfully completed a degree with IT specialization.
- Ideally, you already have experience in IT support and customer service.
- You have a keen perception and are able to find solutions independently
- Willingness to travel and flexibility are no problem for you
- You are interested in dealing with customers and you work goal-oriented even in difficult situations.
- You are a team player with good communication skills
- You are fluent in German and English, both written and spoken

We offer:

- Pleasant working atmosphere in a collegial environment with flat hierarchies and short decision-making paths
- Exciting and varied projects with creative freedom and personal responsibility
- Personal development opportunities with future potential
- Hybrid work design and performance-based salary

Have we aroused your interest? Then we look forward to receiving your complete and informative application documents with details of the earliest possible starting date and your salary expectations



WE ARE SEARCHING

**1ST & 2ND LEVEL SUPPORT
(M/F/D)**

jobs@esic-sarida.cloud