

JOB WITH PERSPECTIVE?



Technical Support Cloud Services (m/f/d)



EasternGraphics – Your Future Employer

With our IT competence we have been supporting now for over 25 years european renowned customers along their sales processes.

Our brand “pCon” is firmly anchored in the office furniture industry and today reaches more and more companies from the fields of light and acoustics as well as medicine, education and storage facility.

Every day more than 150 motivated colleagues develop our solutions for visual configuration systems and 3D planning software.

An innovative environment, in which it never gets boring.

Currently we are offering a position as **Technical Support (m/f/d)** at our headquarters in Ilmenau (Thuringia) – in the green heart of Germany!

What tasks await you?

You are the first contact for our B2B customers of the office furniture industry with questions or problems regarding the use and configuration of our cloud services. In detail, you can expect the following:

- Support for our online configurator, in future also for other web products
- 1st and 2nd level support by phone and e-mail with resolution of simple errors
- Customer communication in German and English
- Close cooperation with colleagues from product development team
- Documentation of all requests

You fit in our team with:

- IT-Qualification or career change with very good technical knowledge
- Ideally experience in technical customer support
- Experience with the configuration and operation of servers as well as basic knowledge of Linux and website programming (desirable)
- Communication talent with fluent business German and English skills along with the ability of explaining technologies to customers, colleagues and partners
- Strong customer and service orientation, empathetic and kind personality, as well as a sure instinct in dealing with users

Your new work environment:

- On-the-job training, feedback and support from the team in case of problems
- Flat hierarchies with a friendly team
- Active health promotion: stand-seat workstations, physiotherapeutic treatments, fitness studio membership and a bike leasing option
- Flexible working hours
- Long-term career perspective

Interested?

Please don't hesitate to mail us your completed application. For further questions, we are also available by phone. We look forward to receiving your application and meeting you!