

+ BE YOURSELF – BECAUSE THAT’S HOW WE WANT YOU TO +

At Anexia, we take responsibility for all the **challenges of the digital world** – each and every day. That’s because we see ourselves as the **“Digital Transformation Engine”**. And how do we succeed in this mission? It’s simple. We are a family of facilitators with innovative ideas. We’re capable of, want to, and allowed to make things happen. That’s what makes us so unique! Do you want to be a part of our digital revolution and make history with us? **#joinourrevolution**

CUSTOMER SERVICE COORDINATOR (M/W/D)

Vienna, Graz, Klagenfurt | full time

You prioritize and manage requests and make conscious decisions about what you can handle yourself and what you should pass on to specialized teams. You impress with your independent, structured approach to work, your ability to work in a team, your analytical mindset, and your focus on service.

#PROFILE



- You are the first point of contact for technical customer requests concerning domains, DNS, email, SSL certificates, web hosting, cloud services, and other topics
- Communicating proactively with customers via ticket system, chat, and phone—you ensure fast, transparent, and solution-oriented support
- Troubleshooting and independent handling of standard technical requests
- Administration of web hosting environments and support for website migrations and configuration
- Monitoring and prioritizing incoming tickets and escalations
- Dispatching: purposeful forwarding of more complex cases to specialist departments
- Writing and updating technical documentation, knowledge articles, and self-service guides



#WANTED

- Completed technical education (apprenticeship, technical college, HTL, etc.) or several years of professional experience in IT support/service desk/hosting environment
- Basic understanding of Internet technologies: DNS, mail (SMTP/IMAP/POP3), HTTP/HTTPS, SSL/TLS
- First experience with Linux server environments (e.g., Debian, Ubuntu, Red Hat) and the relevant tools
- Basic scripting knowledge is an advantage
- Experience with monitoring systems or ticketing systems
- Understanding of web hosting platforms, DNS zone management, and certificate management
- Knowledge of ITIL and incident management
- High level of customer focus, empathy, and strong communication skills
- Analytical mindset, enjoying working with different departments as well as optimizing and improving things
- Excellent German skills and very good written and spoken English skills

#REWARD

Anexia grew up as a family, and with our growth strategy, we intend to keep it that way. We like to take responsibility, respect one another, and we know that we can achieve whatever we put our minds to. We look after Anexia, and Anexia looks after us. Enthusiasm, experience, and competence count, so you can expect a fair salary and numerous benefits.

salary range



Our benefits



We are more than just a workplace. Therefore, we offer our employees many benefits (which partly depend on your position and location): good transport connections and flexible working hours. Period. Not to mention further training, a mentoring program, free parking, a mobile phone and notebook, snacks and drinks, company cars, employee events, a fun corner, ...

#JOINOURREVOLUTION

APPLY NOW

#ABOUT

Anexia is offering high-quality and individual cloud- and managed hosting solutions as well as individual software and app development. Anexia is also running its own, independent data centers. Founded in 2006, Anexia is headquartered in Klagenfurt and has offices in Vienna, Graz, Karlsruhe, Nuremberg and New York City. The company serves numerous international customers.



Over 350 employees at more than 5 office locations in Austria, Germany and the USA



We are ISO-certified and have had a "very good credit rating" for years



Customers such as Lufthansa, McDonalds, TeamViewer, and many more trust in our quality

anexia

netcup[®]



DATASIX
DATACENTER

You have questions?

Marina MAROS | Telephon: +43-50-556 | E-mail: career@anexia-it.com