

+ 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**

TEAM LEAD TECHNISCHER SUPPORT - NETCUP LEVEL 3 (M/W/D)

Karlsruhe, Remote | full time

Is customer satisfaction your top priority? Are you passionate about improving team processes? Does solving high-level technical challenges excite you? Do you keep a clear head even when multiple escalations are on the table at once, and ensure that the right issues are addressed at the right time? Then come lead our technical support team (Level 3) at netcup. You’ll lead a team of experienced Linux specialists, drive projects forward, and serve as the central point of contact between support, infrastructure, and platform development. Does this sound like you? Then we’d love to hear from you!

#PROFILE



- Technical and managerial leadership of the Level 3 team, including the professional development, mentoring, and performance management of team members
- Ensuring technical quality in case handling, providing support for complex issues, and offering technical guidance for challenging escalations
- Continuously improving day-to-day business processes and establishing clear escalation and handling procedures
- Proactively planning, managing priorities, and ensuring that important issues do not get lost in the day-to-day operations
- Supporting technical and organizational projects, from concept to rollout

- Close coordination with internal stakeholders, particularly 1st and 2nd level customer support, as well as infrastructure, virtualization, and platform development
 - Supporting the teams in coordinating complex
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#WANTED

- Several years of professional experience in technical support, ideally in 2nd or 3rd level support
 - Experience with cloud and hosting products is a plus
 - Initial leadership experience or a clear motivation to take on responsibility for a team
 - Solid technical understanding of Linux server environments, virtualization (e.g., KVM), and web hosting (e.g., Plesk)
 - Experience in incident and problem management, ideally with an ITIL background
 - A structured, proactive approach to work and a good sense of prioritization
 - Strong communication skills when interacting with the team, cross-functional partners, and stakeholders
 - A desire to question processes and make lasting improvements
 - Very good German and good English skills
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#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



min. 60.000€

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?

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