

+ 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 CUSTOMER SUPPORT (M/W/D)

Klagenfurt | full time

You are empathetic, want to take responsibility and convince with your commitment and your winning hands-on mentality. Customer satisfaction is your maxim on the basis of which you want to help shape the expansion of our customer support and actively contribute to change.

### #PROFILE



In this position, you will take over the **management** of the Anexia support team. You will actively support your team, conduct regular feedback meetings and support your employees in their further development.

In addition to monitoring day-to-day business, you will always keep track of the KPIs and take responsibility for meeting the defined targets. You will also be responsible for actively **shaping and optimizing workflows and processes** as well as working on projects to **further develop our customer support**.

You will also ensure the quality of cooperation with the departments involved and ensure smooth processes through regular communication.

## #WANTED



- Completed training and several years of professional experience in customer service
- IT affinity, technical interest especially in web hosting
- Strong leadership and team management skills as well as strong communication skills
- High customer and service orientation
- Strategic thinking and service-oriented way of working
- Excellent written and spoken German and good 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



### You have questions?

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