



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

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**

## IT SUPPORTMITARBEITER - NETCUP (M/W/D)

Karlsruhe, Remote | full time

You're not interested in sales - your passion lies in support? Do you enjoy dealing with customers and solving problems? If you want to be part of a committed and professional team in an international environment, then Anexia is the right place for you!

### #PROFILE



- After an intensive training phase, you will gain a deep understanding of the services and products of **our netcup brand**
- You are the first point of contact for IT questions and problems of our customers
- You are responsible for **netcup customer support** and product consulting (no sales!)
- Your area of responsibility includes **accepting and processing all inquiries** in the netcup support, both by phone and in writing via ticket system.

## #WANTED

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- Completed training (apprenticeship, technical college, HTL, ...) or corresponding professional experience in support
- Basic knowledge in FTP, IMAP, POP3, SMTP, SSH
- Experience in web hosting, domains and virtual servers is an advantage (professional or through private projects)
- Ability to work independently and autonomously
- Strong customer and service orientation
- Very good communication skills as well as a high level of commitment and team spirit
- Interest in and willingness to undergo further professional training
- Professional manner of expression as well as excellent written and spoken German and good knowledge of English (any other foreign language is an advantage)

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## #REWARD

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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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