

+ 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 INCIDENT COORDINATOR (M/W/D)

Vienna, Graz, Klagenfurt, Remote | full time

You stay calm under pressure, keep a clear overview in challenging situations, and enjoy guiding customers through critical incidents?

If customer focus, coordination, and escalation management are your strengths, then become part of our Customer Success Management team at Anexia!

#PROFILE



- Act as the primary point of contact and escalation instance for customers during critical incidents
- Coordinate incident handling between customers and internal technical teams
- Ensure professional, consistent incident communication and documentation
- Monitor compliance with customer-specific Service Level Agreements (SLAs) and contractual commitments
- Track the implementation of corrective actions and continuous improvements following incidents
- Contribute to the ongoing optimization of the Incident Management process
- Maintain a strong focus on customer satisfaction as part of the Customer Success Management team



#WANTED

- Completed IT education (technical college, university, or equivalent) or comparable professional experience
- Several years of experience coordinating and/or managing technical incidents
- Experience in escalation management and customer communication
- Knowledge of ITSM/ITIL processes and Service Level Agreements (SLAs)
- Strong customer and service orientation
- Excellent communication and coordination skills
- Fluent German and English, both written and spoken

#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. 56.000 €

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



You have questions?

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