

+ 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, Vienna, Graz, Karlsruhe, Remote | full time

You have a feeling for people, enjoy taking on responsibility, and impress with your commitment and winning hands-on mentality. As a team lead in support, you manage day-to-day business, keep an eye on quality and KPIs, and keep a cool head even when the workload is high. At the same time, you actively shape customer support and develop your team in a sustainable manner.

This is a fixed-term position for approximately 12 months, covering a period of parental leave.

### #PROFILE



- **Professional and disciplinary management** of the support team of our brand **netcup**
- Responsibility for the smooth running of day-to-day operations as well as vacation and deployment planning
- **Shaping and optimizing processes** of netcup customer support
- **Regular feedback** discussions and supporting employees in their development
- **Monitoring** day-to-day operations, overview of KPIs and responsibility for achieving set goals
- Responsibility for smooth cooperation with departments involved through regular exchange



## #WANTED

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- Completed training and several years of experience in customer service
- Leadership and teamwork skills as well as communication skills
- Independent working style and high self-organization
- Strong customer and service orientation
- IT affinity, technical interest especially in web hosting and AI
- Strategic thinking and service-oriented approach
- Project experience is an advantage
- Excellent German and good English skills in speaking and writing

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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

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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**<sup>®</sup>

 **TELEMATICA**

**DATASIX**  
DATACENTER

### You have questions?

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