



Customer Success Manager (m/w/d)

Specifications

Full-time

Employment type

Vienna

Location

Sales & Service Management

Team

Intermediate

Career level

Salary

from € 75,000 gross/year

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What this role is about and who we are looking for

You are a strong communicator, think analytically, and keep customer relationships on track even in challenging situations? If customer focus, ownership, and escalation management are your strengths, then become part of our Customer Success Management team at Anexia! In this role, you will manage a defined portfolio of existing customers in a structured way during ongoing operations and act as the central point of contact between the customer and our internal teams.

Your tasks

- Professional, transparent customer communication (including service reviews and development meetings) and leading communication during incidents and critical outages (including root cause analyses)
- Monitoring and ensuring compliance with the SLA, KPI, and support requirements specified in customer contracts
- Analyzing performance and contract metrics and preparing clear, meaningful performance reports (SLA, KPI, support metrics)
- Analyzing customer satisfaction, identifying and managing customer risks early, and implementing lasting improvements following complaints and escalations
- Ensuring accurate billing of services in line with contract terms
- Helping shape and improve processes as part of our continuous improvement process (CIP)

Your profile

- Completed technical education (HTL, university of applied sciences, or university) or an equivalent qualification in IT
- Technical understanding of infrastructure services, ideally with experience in cloud solutions and hosting
- Strong communication skills and the ability to stay calm and confident when dealing with conflicts, escalations, and complaints
- Customer and business focus, and a strong sense of responsibility

- Experience in defining, monitoring, and reporting on SLAs and KPIs (e.g., using Excel or BI tools)
- Knowledge of incident and service management in an ITIL context is an advantage
- Excellent command of German and English, both written and spoken

What we offer

An environment where you can take ownership, contribute your ideas and build sustainable solutions with experienced colleagues.

Anexia Group

Anexia is an independent Austrian technology company, specializing in cloud technology and digital engineering, and operating internationally. With 500 employees, the Anexia Group has been developing and operating scalable, secure and highly available digital infrastructures for 20 years, which — together with comprehensive services — ensure business-critical control over data and processes for more than 300,000 customers. Anexia's goal is to sustainably strengthen Europe's digital sovereignty and technological independence, based on European GDPR compliance and highly resilient security standards — supported by a global network of more than 100 data center locations in 70 countries that comprehensively secures companies' flexibility and growth digitally, including in new markets.

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anexia.com ↗

Benefits & Well-Being

At Anexia well-being is defined by six categories we keep up to date – to match the zeitgeist and the needs we identify while working on the job. Great work deserves great conditions. Our benefits are a vital part of that – not perks, but infrastructure. Providing balance & sparking inspiration.

More 



Personal Development

Grow with us and level up. Programs and spaces to keep learning and developing. Profit from our Anexia Academy to level up your knowledge & skills.



Mental Health

Wellbeing is genuinely important — from sports events to professional counseling via Instahelp to stay balanced, focused and ready for the tasks.



Modern Equipment

Perfectly prepared for your tasks — the current standard of technology and all the tools you need. Modern Equipment from Lenovo and Apple is awaiting you.



Annual Celebrations

New joiners, birthdays, anniversaries — if there's an occasion, we appreciate moments we grow as a team because we love celebrating together.



Workplace Flexibility

Flexibility in hours, places — even when it comes to your pets. We offer several working setups — remote, hybrid, or office-based — depending on where you live.



Team Retreats

We celebrate wins together, support one another, and build something bigger than ourselves. Once or twice a year we leave the day-to-day to focus on next steps.

Locations

From Austria, we work with teams and data centres around the world.

Excellence

Quality, security and reliability are backed by high standards and certifications.

Trust

International companies have relied on our expertise since 2006.

“

We love to build value through technology to unlock new possibilities for more digital sovereignty. It is ambitious, and that is how we pursue it.

”

Group CEO, Alexander Windbichler



A group of **united companies**

 **anexia**

netcup®

anexia  **DIGITAL**

DATASIX
DATACENTER

Telematica

anexia  **CLOUD SOLUTIONS**

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Our recruiting team is happy to answer any questions.

career@anexia.com

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