



Our client located in Mannheim is a fast-growing start-up that is focused on helping other companies to produce, move, sell and maintain physical goods by automating their operations using data and artificial intelligence. The main focus is on customer satisfaction and creating value by delivering end-to-end projects from design to implementation. For his location in Mannheim, our customer is looking for a qualified:

Technical Support Engineer (m/f/d) - 40% to 60% remote possible

Job-ID: CF-00004106

Job-Ort: Mannheim

Main tasks:

- Deal with customer queries about the functional scope of a mission critical B2B application
- Independently accepting, evaluating and processing customer inquiries via our support portal
- Pre-analyzes of coding and reproduction of the production issues
- Coordination of troubleshooting and problem solving with colleagues from the technical departments
- Direct communication with customers regarding feedback or status requests

Your technical qualifications:

- Experience in 2nd level technical customer support (API support or similar)
- Previous Experience working with Request Response Patterns (REST and/or SOAP), as well as the Toolset (PostMan and/or Selenium)
- Excellent knowledge on the Languages REACT or Java Script
- Strong technical affinity and enthusiasm for our innovative software solutions in the field of automation
- Customer-first mentality with inner motivation to solve problems and alleviate conflicts

Our client offers:

An international motivated team in a dynamic work environment. You can look forward to modern offices, a flexible work schedule and first-class equipment. Regular team events round out the package.



Ihr Ansprechpartner:

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Jetzt bewerben