

Support Manager (w/m/d)

Location: Erfurt, Radolfzell am Bodensee or home-office

For more than 18 years companies of all sizes rely on HighCoordination's management and IT consulting to solve relevant BI, planning and digitalization challenges - efficient, modern and reliable.

Do you find yourself in the following short profile?

- You have a friendly appearance, a lot of patience and always work structured and efficiently even in stressful situations.
- You love direct customer contact and already have experience in 1st & 2nd level support of software applications.
- You tackle challenges in a customer-, target- and team-oriented manner, whereby you are only satisfied with a solution.

...then become our Support Manager (f/m/d) for our BI software!

What can you expect?

- Employee in and responsibility for the international & DACH-wide 1st & 2nd level support of our software customers in the BI environment
- Analysis, preparation, evaluation and development of solutions for installations, updates and the application of our software products for partners and customers
- Collaboration and coordination with the software development department
- Status communication and updates to partners and customers
- Maintenance and enhancement of product-related Knowledge Management

Which requirements should you meet?

- You have successfully completed your commercial training in the IT sector or gained your first professional experience in IT support or IT administration
- Fluent in German and English
- Professional interaction with users
- Process- and service-oriented acting
- You are enthusiastic about innovative software products in the BI environment
- Experience with MS Office products and JIRA Service Desk is desirable
- You are friendly and patient

Why us?

- Flexible office location: Erfurt, Radolfzell or home-office
- Short decision-making processes and an open and professional team
- Innovative, market-relevant BI consulting und software solutions
- Above-average, performance-oriented salary system
- Trust based working time, development opportunities and team events

Interested?

If so, we want to get to know you. Please send us your complete application documents (with application letter, curriculum vitae, training and working certificates in a PDF document), indicating your salary requirements as well as the earliest possible date of entry, to jobs@highcoordination.de or apply online on our homepage. For further information, please contact Ms. Stephanie Jäger.

We are looking forward to receiving your application!