

BEING A LEAD CUSTOMER SUPPORT ENGINEER

M/F/D | WIENER NEUDORF | FULL TIME (40 H/WEEK)

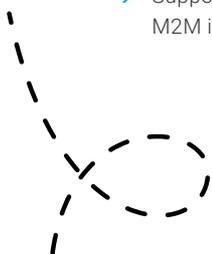
At **VEROO**, we passionately work every day serving our purpose – shaping integrated and predictable logistics to enable smart transportation and delivery of goods. We see customers struggling across their supply chains due to a lack of predictability, accurate data, and integrated systems. To overcome these challenges, we support them by digitizing their transport and logistics processes with a strong focus on transport visibility. VEROO is part of the WALTER GROUP, enabling us to combine long-standing industry expertise with agility and innovation. If you are someone who likes to work in a start-up minded team that moves fast to create impact but still wants to benefit from the access to a corporate industry leader, VEROO is the place for you. We are now keen to expand our core team with this key role and invite you to shape the digital future of transport and logistics with us.

Your challenge.

VEROO is working on a SaaS product suite that enables customer interaction through various channels such as Web-UI, E-Mail, iOS/Android App or API. We are organized in several development squads with clear responsibilities within our portfolio. As technical support engineer you will be the pivot point between our customers, our 1st level support and our development squads. You will take on responsibility for our support process and have support cases solved efficiently and to our customers' satisfaction. Your job will be to identify error root-causes and together with our squads work on sustainably solving them. You will manage the communication between all involved internal and external parties, care for reporting and optimizing KPIs along the support process and enable our customers to succeed in using our services.

Your tasks.

- Establish and follow a "Standard Support Process" together with relevant stakeholders like 1st level support and our development teams and ensure customer centricity
- Guide and collaborate with colleagues from 1st Level Support to increase the maturity of our support process from the very beginning
- Research, diagnose, troubleshoot and resolve customer support issues mainly on 2nd and 3rd level e.g., API/M2M Integration issues, performance/infrastructure issues, authentication/authorization issues, issues related to various business processes covered by our product suite
- Conduct post mortems for major support issues and actively seek to improve our products and processes in cooperation with the responsible product manager
- Track relevant KPIs for the support process and gather and provide structured feedback as well as improvement measures derived from support cases
- Take care of our SRE Vision and SLA/SLO/SLI commitments and participate in improving them across all our domains
- Support our sales and business development in pre-sales activities with customers focusing on M2M integrated workflows



- Actively participate in the integration projects/processes that our customers engage with when using our software in combination with their own IT landscape and partners
- Actively document knowledge in the form of knowledge base tech notes and articles

Your profile.

- Structured, fact-based and calm problem solving approach
- Self-reflected personality and strive for personal growth
- Ability to communicate in a professional manner even in difficult conversations with various stakeholders of different backgrounds (e.g., customers, management, software development)
- Hands-on experience with agile software development methodologies (ideally 3+ years), preferably as DevOps/Support Engineer or Developer or have other relevant experience in tech support or software operations
- Broad knowledge and hands-on experience with various M2M protocols, cloud providers, programming languages, databases, monitoring tools, Build/Deploy pipelines and similar toolchains along the software development lifecycle
- Interest in digitalization using a modern, cloud-based technology stack
- Additional experience with software architecture and SRE is a strong plus
- Completed Bachelor's or Master's degree with an IT focus is a strong plus
- Experience with Google Cloud Platform and the transport and logistics sector are a plus
- You are fluent in German and English - additional languages are a plus

Your benefits.

- Self-determined, independent work and opportunity to quickly take on responsibilities
- Possibility to actively shape our products and company into something bigger
- Work in a startup-minded team with the resource continuity of a long lasting corporate
- Modern working environment in Wiener Neudorf (on the southern outskirts of Vienna), free shuttle service from Vienna plus the option to work from home
- Numerous social benefits (employee restaurant, support for lunch, in-house pub / lounge, free parking, extensive sports facilities, numerous employee events, language courses, support in finding accommodation during relocation and more)
- Annual gross salary between 50,000 and 60,000 € (all-in) paid out 14x per year, based on qualifications and previous experience with optional bonus clause

Apply now.



VEROO warmly welcomes all people regardless of age, skin color, gender, sexual orientation and cultural background and celebrates diversity. We are looking forward to your email application via career@veroo.io. If you have any questions, please do not hesitate to contact our recruiter Gabriele Vollnhofer via vollnhofer@veroo.io.

