

ngena stands for “Next Generation Enterprise Network Alliance”. We provide a central cloud platform that merges the local networks of our international telecommunication alliance partners into a single global Software-Defined Wide Area Network (SD-WAN).



BSS / OSS Customer Care Specialist (m/f/d)

Have you always dreamed of working for an international start-up company? Then take this next step into the future and join us as our new colleague for a full-time position in Frankfurt am Main.

Your new job

- You will be responsible for the end-to-end handling of all inquiries coming from our Alliance Partners (our customers) regarding the ngena business platform. That includes coordinating and liaising with internal and external 3rd party entities
- Providing support and guidance on business or technical topics following established process flows
- Continuously improving the interaction with our customers in the area of Complaint-to-Solution and actively contributing to increase customer satisfaction
- Support in addressing any issues that occur during customer rollouts and deployments
- Follow-up on new functionalities & bug fixes of monthly sprints and compilation of those into formal release note documents
- Developing and delivering trainings to both internal and external stakeholders

Your assets

- You have successfully completed your university degree in computer science or a similar subject
- You've been working in an international customer support environment with direct exposure to end customers for several years
- Handling client escalations and complaints is no problem for you
- You're experienced with user documentation & reporting as well as ITSM workflow tools
- Familiarity with CRM tools and practices, good MS Office knowledge
- Communicating fluently in English is no problem for you
- You're a problem solver who loves to think analytically and is able to find workarounds even in the most complex situations
- You're proactive, hands-on and are able to work independently
- Customer orientation is one of your strengths and you adapt easily to different types of characters
- You want to work and flourish in a multicultural team and enjoy working in an agile environment
- If need be, you're ready to go the extra mile
- Nice to have: telco industry know-how, knowledge in requirements management & software development, experience in BSS/OSS process management, experience in B2B environment, network engineering skills

Your chance

An exciting, dynamic, international start-up environment awaits you with an open corporate culture of flat hierarchies. At ngena, responsibility will be in your hands from the very beginning. You will continuously grow both on the professional and personal front amongst a diverse team of more than 15 nationalities, varied age groups and a wide range of skill-sets. This fusion will prepare you for paving the world with ngena's leading SD-WAN technology.

If you are interested in this challenge, please send us your complete application including salary expectations and possible starting date via email to myfuture@ngena.net