Servus Tech Enthusiast, nice to e-meet you! 👋

Let us tell you a little bit about MAVOCO and the role you are looking at:

Please note, that currently we are not actively looking for a new employee, but we are always eager to get to know each other and talk about future cooperation opportunities.

You are looking at the job offer for: **Customer Operations Engineer**

👷 WHO we are and why we care

MAVOCO is committed to innovation as a leader in Connectivity Management Platforms. We see the foundation of any digital business models as subscription management and the transformation of connected sensor events into billing to customers.

Our story started in 2010 with our two tech passionate founders, Anton Cabrespina and Helmut Lehner. Since then, we've grown to a powerful and diverse team of almost 100 people who represent more than 15 nationalities.! 🪜 🔗 👩🏿 👨🏻

Currently Mavocans are based in 5 countries 🌍 : Austria (Vienna, Eisenstadt, Klagenfurt), Poland (Warsaw, Lublin), Barcelona, Bratislava and the UK.

Headquartered in Vienna ❄️ , we're proud to aim to be soon one of Austria's unicorns 🦄 and one of the fastest-growing companies in the country. Our revolutionary, proprietary CMP Platform, developed in-house and refined over a decade is one of the fastest growing systems in this industry. Our technology and smart thinking 💬 is proven to accelerate growth and lead us to success. MAVOCO is driven by the best digital thinkers and engineers in the industry. Our products are built by fast-reacting, talented, hands on, helpful kind of people. If you're someone who thinks out of the box, like constant change, act fast and wants to make an impact in IoT world, then get ready to join our colleagues 👷
👷 Don't wait, send your resume to us! 📨

🤝 We would trust you with below responsibilities

💻 Deliver proactive and reactive support & respond to support requests
💻 Analyze, prioritize and solve issues (Incidents, Problems)
💻 Provide full and efficient user support (B2B)
💻 Work collaboratively with others within the team as well as with other organizations within MAVOCO
💻 Close interaction with international customers (Global)
💻 Be actively involved in the continuous improvement of our software development processes
💻 Participate in the analysis and fixing of problems reported by CSPs
💻 Create and extend system and process documentation

⚙️ The TECHNOLOGIES we use

💻 Jira, Confluence, Kafka, Linux, PostgreSQL, MySQL, Apache2, Tomcat, and many other technologies are used to build our Connectivity Management Platform

🔍♟ WHO we are looking for

💻 You have around 2 + years of experience in customer support or Helpdesk (B2B)

💻 You are fluent in English

💻 You have very good communication and soft skills and your goal is to solve customer's problem

💻 You have interest in learning new things

💻 You can replicate test cases from how-to documents

💻 You have ability to work under pressure and to manage own workload within guidelines

💻 You have good understanding in mobile industry

🔍🕵 This is the right job for you if

💻 You have Telecommunication and / or IoT Connectivity Management knowledge

💻 Bachelor's or higher degree in IT, CS or related that from a reputed university

💻 You like to work in an international environment

💻 You are aware that international customers are located in different time zones, and you want to contribute to that setup anyway

🤏 It would be great if you also

💻 Know SQL syntax rules

💻 Know any object programming language

💻 Have experience with SIM life cycle

💻 Know basic architecture of Telecommunication - core IN system, Charging System, Provisioning system, Tariff builder, etc.

📣 WHAT MAVOCO offers

💳 Above competitive salary determined based on the market benchmarks

🤙 🤙 Variable salary bonus structure based on the company and individual achievements

🎓 Interesting and challenging projects in an international environment

📝 B2B or employment agreement

🎬 Flexible working hours with the hybrid working model

📍 Offices based in several cities: Warsaw, Lublin, Vienna, Eisenstadt and Klagenfurt

🎉 Company events

🐕 Dog/Cat Friendly Offices

🎓 Trainings & certificates budget

How does the recruitment process look like

1. Phone Screen with our Talent Acquisition & Development Manager 📞 (15-30 min)
Joanna will call you to talk about your experience, skills and your expectations.

2. Skill Assessment 💻 (60 min)
During that phase our Developers will check your skills, tools knowledge and your way of understanding and communicating complex issues.

3. In case of hiring Offer Call 📝 (30 min)

You will meet with Joanna or the hiring manager again, who will share with you the cooperation conditions and present the tailor-made offer.