



Modern messaging has changed the way we communicate. It's transformed how we keep in touch with friends and family, how we interact in the workplace, how we get our news, and how we wield language itself. Yet despite ample evidence that consumers are ready to chat with brands, businesses have largely lacked the tools to message with customers in a personal, secure and scalable way. Until now!

DIMOCO Messaging provides multifunctional reliable messaging solutions for global aggregators, mobile operators, and enterprise clients. As a local hero with global scale, we believe in direct relationships with customers and partners while offering a carrier-grade platform for worldwide message delivery.

As of today, we are doing that by providing tools and products such as SMS, Numbers and Viber. SMS remains the most pervasive channel for global communication and is a cost-effective and direct way to reach customers no matter where they are located.

To help us meet the continued growing demands of our customers, we are looking for a

Customer Support Engineer - Messaging (f/m)

Your mission:

Become the essential connection between our customers and the technologies that will make their business more profitable. Help them to embed our products and services (via API) in their processes and systems. Play an important role by taking care of all the customer's needs after successful integration. Be the hub for ongoing, operational relationship management with customers and actively take care of all operational requirements.

Does this sound exciting to you? Then read on!

Your responsibilities:

- As second-level support, you serve as our Technical Support's first escalation in resolving day-to-day customer and vendor issues on our SMS platform and SMSC
- Work closely with our account managers and their customers to quickly and effectively analyze and resolve complex technical issues in their daily business
- Focus on enhancing and improving existing functionalities on our platform for our customers' day-to-day business
- Serve as technical escalation for our technical support in the on-boarding of partners and provide solutions, workarounds and technical assistance
- Support our Platform Manager in the analysis and preparation of projects to further develop our SMS platform and SMSC

Your qualifications:

- Proven customer service skills with at least 2 years of experience as a Technical Engineer in telecommunications, preferably in the A2P Messaging industry
- Good understanding of networking protocols, primarily TCP/IP, client/server applications, SMPP, REST/SOAP APIs and other common protocols
- Comfortable with Linux environment, working from CLI, remote management through SSH, analyzing log files and configurations, scripting
- Experienced in extracting and analyzing data using SQL and creating reports
- Analytical and problem resolution skills, with the ability to process multiple tasks and tickets concurrently and follow through to completion
- Excellent communications skills and a team player with experience working in remote teams
- Fluent English (required) and German (preferable) language skills; Additional languages are a plus
- Good interpersonal skills
- Computer Science degree preferred

Our offer – your chance:

- A challenging, global and energetic career with an excellent chance to further develop your exceptional expertise and pave the way for the company's expansion into new markets around the globe
- Wonderful team spirit within an international, dynamic environment in a fast-growing sector
- Challenging, diverse and exciting tasks with individual responsibility
- Flexible working hours
- Outstanding opportunities for development

Following the Austrian law, we have to mention the gross annual salary under the "Collective Agreement", which starts for this position at EUR 34.454,00. We are offering an attractive market oriented remuneration package, depending on your qualifications and experience.

One application – a billion opportunities!

If you consider yourself a technical expert with the skill-set and personality to help us continue to grow our business with our customers, we look forward to receiving your online application:

<https://dimoco.eu/contact-form-career/>

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