



Support Engineer (f/m/d)

Do you enjoy working with intelligent customers and colleagues?

Are you interested in solving real-world problems? Do you believe that success comes from a deep understanding of user needs and customer success? If so, we would like to meet you.

Since 2002, think-cell has produced [graphics software](#) that performs most of the painstaking work of creating data-driven slides for professional Excel and PowerPoint users. From a business perspective, the key to think-cell's success is a unique solution to a pressing business problem.

Highlights of the role:

We take great pride in our software and have an excellent reputation for our technical support. You will independently handle problems from the receipt of a support ticket to its analysis, tracing problems all the way to their resolution in development.

You will actively see your impact on customers' productivity and will work directly with people to help them solve or pinpoint the cause of their problems. This role will have a focus on problem solving and troubleshooting with customers, from the receipt of a support ticket to its analysis, tracing problems all the way to their resolution in development and the delivery to the customer.

- Direct communication with customers.
- Tackling a mix of unique challenges as well as common issues.
- Responsibility to customers.
- Opportunity to develop in customer support.
- Dedication to finding quality solutions and checking in with the customer.
- Fluency in English (German is a plus).

Here is what we offer:

- Opportunity to influence the improvement of our software.
- Independence to structure your work.
- Very competitive salary.
- **Support with relocation to Berlin and an apartment for the first month.**
- Lifestyle-friendly working hours, no deadlines, no overtime!
- **No scheduled meetings.**
- Collaboration with many different international teams of brilliant minds.
- A flat organization with respectful colleagues and plenty of room for your ideas.
- A working environment that is driven by the strive for excellence.

Would you like to learn more?

Go to think-cell.com/kit-karrieremesse/support to find out more about this opportunity, apply directly and we'll be in touch with the next steps!

