



Position: Support Engineering
Company: Redwood Technologies
Location: Munich, Germany
Reporting Relationship: Senior Support Engineer
Website: www.redwoodtech.com

Redwood Technologies is a world leader in cloud communications integration and customer engagement technology

With offices in Germany, Japan, Netherlands, the UK and the US, our award-winning proprietary cloud services power some of the largest organisations across the globe. Operating in sectors ranging from utilities and travel through to finance and government, our clients include Deutsche Telekom, Sodexo, Rakuten, and the UK's National Health Service (NHS).

Our mission is to enhance the way the world communicates. With our omni-channel cloud contact centre solution, **storm**[®], we enable businesses, customers and colleagues to interact across social media, video, SMS, email, web, web chat, and emerging technologies, such as WebRTC. We connect to hundreds of external systems, including AI, information and logistics systems, to bring information and communications together and deliver the customer experience of tomorrow.

We take pride in our core beliefs of teamwork, quality and agility. Time and again, this ethos has been reflected in our high-quality products and our aptitude for providing quick, responsive solutions to our customers. With a core staff of intelligent and passionate individuals, we are looking for new members to continue upholding our beliefs and to catalyse further successes as we expand on a global scale.

The Support Engineer Role

We are looking for a highly motivated Support Engineer with a broad range of abilities and the capacity to rapidly learn new skills to join our Engineering Services team.

What you'll do:

- Provide frontline support to customers based in Germany, in a variety of industries, and deliver consistently excellent customer service
- Diagnose and quickly resolve a wide range of applications and networking issues to ensure that the **storm** platform maintains high availability for all clients
- Deliver detailed progress reports on queries and projects to clients and management
- Assess patterns in platform behaviour across various communications channels
- Install and configure hardware and software produced by Redwood Technologies and third-parties



- Engage with and take ownership of a variety of Engineering Services projects, ensuring these are delivered to the highest standards within given timeframes
- Work on a rota basis to provide international and overnight support which may include weekdays and weekends

Who you are:

- A strong educational background with a degree in Computer Science, Engineering or a related subject
- Fluent German and C1 Level English
- Hard working and ambitious
- Strong time management and planning skills
- Excellent level of IT/Computer literacy
- Good communications and written skills
- Able to diagnose and troubleshoot problems
- Organised with excellent attention to detail
- Be prepared to travel to meetings and training sessions in Germany and occasionally abroad

Desirable:

- An excellent telephone manner and the ability to converse with, and retrieve relevant information from, users at all levels of IT literacy and rank
- Experience in a customer facing situation, dealing directly with the general public
- Experience writing code in any development environment or operating system, ideally in C, C++, C#, PHP, JavaScript etc.
- Experience working in a technical support role
- Experience in IP networking or telecoms, or a good knowledge of these subject areas
- Comfortable working in a fast-growing company full of enthusiastic, highly intelligent colleagues

Other Requirements:

- Relevant documentation to work in Germany on a permanent basis

Job Description

Engineering Services - Support



Contact Details

Laura Jones

Senior Human Resources Executive

Email: lkj@contentguru.com

Telephone: +44 (0) 1344 304 344

Thomas Muhr

Managing Director D-A-CH

Email: thm@redwoodtech.de

Telephone: +49 89 9040-5263

