



Be part of our interconnection story.



Launched in 2015, DE-CIX Istanbul is Türkiye's leading carrier- and data center-neutral Internet, Cloud, and AI Exchange, providing a secure and high-performance interconnection platform for network operators, cloud and content providers, and enterprises. With more than a decade of experience in the Turkish market, DE-CIX Istanbul is distributed across multiple data centers in Istanbul and extended to Ankara, Bursa, and Izmir, serving as an important digital gateway between Europe, the Middle East, and the Caucasus.

Operated by DE-CIX, the world's leading operator of Internet Exchanges (IXs), DE-CIX Istanbul gives customers access to a comprehensive portfolio of interconnection services and the global DE-CIX ecosystem. With its growing regional footprint, DE-CIX is helping to strengthen Türkiye's digital infrastructure and supporting the development of resilient, sovereign, and AI-ready digital ecosystems. For more information, please visit www.de-cix.net

We are now looking for a committed person in **Türkiye** as

Customer Support Engineer (f/m/d)

Our Offer

To strengthen our Customer Service team in Europe and APAC, we are looking for a highly motivated Customer Support Engineer with a passion for network engineering and excellent customer service. Your responsibilities will include:

- Provide technically advanced support to national and international customers via email and telephone in the Customer Service Team
- Investigate and resolve customer enquiries and technical incidents
- Process new customer connections and service upgrades, with a strong focus on troubleshooting
- Work closely with internal technical teams to ensure efficient problem resolution
- Maintain accurate records and communication using our ticketing systems
- Support the Global Head of Customer Services and contribute to the continuous improvement of our support processes

What also awaits you:

- Challenging and varied work in a technically advanced customer-support environment
- An innovative, international and collaborative workplace
- Short decision-making processes and the opportunity to take responsibility
- A team of highly skilled, friendly and supportive colleagues

Please note that this position is initially offered on a fixed-term basis, with the possibility of extension.

This is important to us

- A degree in IT or computer science, vocational training with a focus on networking, or comparable professional experience.
- Several years of experience in customer service or technical support, ideally within the telecommunications, Internet or data-centre industry.
- Strong understanding of Internet technologies and network protocols, particularly TCP/IP and BGP; basic Linux knowledge and experience with ticketing systems. Knowledge of data-centre infrastructure, procedures and safety requirements is an advantage.
- Strong troubleshooting and analytical capabilities combined with excellent written and verbal customer communication skills; **fluency in English** is mandatory.
- Customer- and service-oriented mindset, willingness to continuously develop technical skills, and flexibility to work shifts and participate in a 24/7 on-call rotation.

Apply now

Contact

For us, your enthusiasm for delivering high-quality customer service and your strong interest in network engineering are just as important as your formal qualifications.

If you are looking for a new challenge in network communications and know how to combine teamwork, self-motivation and first-class customer support, we look forward to receiving your complete application, including your salary expectations.

Your contact person for questions is [Selin Güldner](#).

DE-CIX takes the protection of your personal data very seriously and strictly adheres to the rules of data protection laws. For more information, please see our [data protection declaration](#).

