



Be part of our interconnection story.



DE-CIX (German Commercial Internet Exchange) is the world's leading Internet Exchange operator and since its inception it has had a decisive influence on shaping the guiding principles of the present and future Internet in various leading global bodies. At our locations in Europe, Africa, North America, the Middle East, and Asia, we work at the heart of the Internet. For almost 30 years, our interconnection services have contributed to the creation of new digital ecosystems worldwide and have prepared people, businesses, and organizations for the coming decades of digital evolution. The DE-CIX Internet Exchange in Frankfurt (Germany) is one of the largest in the world. For more information, please visit www.de-cix.net.

For our Mexican location, we are looking for a highly motivated

Customer Support Engineer (Ingeniero/a de Soporte al Cliente)

Our Offer

- Advanced technical customer support, responding to enquiries from national and international customers via email and telephone as part of the Customer Service Team.
- Process new customer connections and upgrades, with a key focus on troubleshooting and problem resolution.
- Support the VP of Global Customer Service in operational, strategic, and administrative tasks.
- A permanent position within the global market leader in its sector, characterised by short decision-making processes.
- Collaborate within an appreciative corporate culture with a team of like-minded experts.
- Engage with innovative and international colleagues in a dynamic environment.
- The position is remote, but it would be an advantage if the candidate resides within commuting distance of Mexico City or Querétaro.

This is important to us

- Professional experience in Customer Service or Technical Support, ideally within the telecommunications industry.
- Strong understanding of Internet technologies, especially TCP/IP, BGP, and other network protocols; basic Linux skills with the willingness to develop further.
- Knowledge of data centres and their operational procedures is an advantage.
- Several years of industry experience combined with excellent verbal and written communication skills.
- Degree in IT, completed vocational training as an IT specialist (focus on networks), or equivalent professional experience.
- Experience working with ticketing systems.
- Fluency in both Spanish and English is essential.

- Hands-on mindset, willingness to work in shifts, and readiness to participate in a 24/7 on-call rotation. (Additional compensation)
- Willingness to act as remote hands support in the Data Centres in Mexico City and/or Queretaro when needed.

What Matters Most to Us

Beyond your formal qualifications, we value your enthusiasm for delivering outstanding customer service and your strong knowledge of network engineering. Your passion, reliability, and willingness to learn are just as important as your technical expertise.

Apply now

Contact

If you enjoy working with partners, building ecosystems, organizing impactful events and driving marketing programs in an international environment – and prefer collaborating across functions instead of managing a team – we look forward to receiving your application, including your salary expectations.

Your contact person for questions is Nathalie Langley.

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](#).

