



Be part of our interconnection story.



DE-CIX is the world's leading Internet Exchange operator. At our locations in Europe, Africa, North America, the Middle East, Asia, and now South America, we work at the heart of the Internet. In 2025, DE-CIX Brazil will start its operation with Internet Exchanges in Sao Paulo and Rio de Janeiro, enabling connected customers to reach thousands of local, regional, and international networks that together form the largest interconnection ecosystem in the world.

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 **Sao Paulo** and **Rio de Janeiro** locations, we are looking for a highly motivated:

Network Service Engineer

Our Offer

- Technically advanced customer support, responding to customer enquiries from national and international participants via email and telephone in the Customer Service Team
- Processing of new customer connections and upgrades with a focus on troubleshooting
- Supporting the Head of Customer Services
- What also awaits you:
 - A permanent position with the world's market leader in its sector with short decision-making processes
 - An appreciative corporate culture, a team of like-minded experts
 - An innovative and international environment
 - Extremely friendly and supportive colleagues

This is important to us

- Work experience in Customer Service/Support, ideally in the telco industry
- Advanced skills in communication with customers
- Fluent in spoken and written English
- Highly-developed know-how on the functions of the Internet, especially TCP/IP, BGP, network protocols etc., as well as Linux skills. Valid networking certifications are an advantage.
- Knowledge of local data centers and data centers' procedures as well as hands-on experience of cabling works (fiber) are a plus.
- IT studies, in-house training as IT specialist with primary focus on networks or comparable work experience
- Work experience with ticketing systems and willingness to undertake shift work.

Apply now

Contact

What is even more important to us than your professional qualifications (computer science or equivalent education) is your enthusiasm for providing high quality customer service with a profound knowledge about network engineering. So, if you are looking for new challenges in network communication and know how to combine teamwork with a high degree of self-motivation and first-rate support, we look forward to receiving your complete application, including salary expectations, at: [Nathalie Langley](#)

DE-CIX takes the protection of your personal data very seriously and strictly complies with the regulations of the data protection statutes. For further details, please refer to our [privacy policy](#).

