



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](http://www.de-cix.net).

We are now looking for a committed person for **Frankfurt am Main**

## Network Service Engineer (f/m/d)

### 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 Global Customer Services
- A permanent position with the world's market leader in its sector with short decision-making processes
- What also awaits you:
  - an appreciative corporate culture and trustful teamwork with like-minded specialists,
  - great working conditions (extensive personnel development measures, an occupational pension scheme, weekly language courses, a job ticket, health promotion, support on children care, eldercare, hybrid working model and lots more)
  - Exciting and diverse challenges in an innovative and international environment with occasional global travel,
  - a crisis-resistant permanent contract with the world's market leader in its sector
  - great modern office space with good coffee and free beverages
  - extremely friendly and supportive colleagues

### This is important to us

- IT studies with primary focus on networks or comparable work experience
- 3+ years of experience in Customer Service / Support
- Founded knowledge of the functions of the Internet (especially TCP/IP, BGP) as well as Linux skills
- Excellent spoken and written German and English, ideally an additional foreign language, very good communication skills and a real team player
- Experience in offering practical support and the willingness to undertake shift work and participate in a 24x7 on-call duty

Apply now

## Contact

Your experience in customer service and as a network expert are more important to us than your academic qualifications. So, if you are looking for new challenges in network communication and know how to combine teamwork with a high degree of self-motivation, we look forward to receiving your complete application, including salary expectations.

Your contact person for questions is Jutta Kroll.

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](#).

