



**Be part of our interconnection story.**



DE-CIX (Deutscher Commercial Internet Exchange) is the world's leading Internet exchange operator. At its locations in Europe, North America, the Middle East, India, and Asia, DE-CIX connects thousands of network operators (carriers), Internet service providers (ISPs), content providers, and corporate networks from more than 100 countries and offers peering, cloud and interconnection services. With a massive data volume and well over 1,000 connected networks, DE-CIX in Frankfurt am Main is one of the largest Internet Exchanges in the world. For more information, please visit [www.de-cix.net](http://www.de-cix.net)

For our North-American locations, we are looking for a highly motivated,

## **Customer Support Engineer (Network) (m/w/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 Customer Services
- A permanent position with the world's market leader in its sector with short decision-making processes
- 25 days paid vacation and 11 paid Holidays
- Offering a Health care Plan
- An appreciative corporate culture, a team of like-minded experts
- An innovative and international environment
- Extremely friendly and supportive colleagues
- With all of this, great working conditions await you:

### **What's important to us:**

- Work experience in Customer Service/Support, ideally in the telco industry
- Highly-developed know-how on the functions of the Internet, especially TCP/IP, BGP, network protocols etc., as well as developable Linux skills. Some knowledge of local data centers and data center' procedures are an advantage
- Some years of work experiences in the industry and possessing high skills in spoken and written communication with customers
- IT studies, in-house training as IT specialist with primary focus on networks or comparable work experience
- Work experience with Ticketing Systems
- Proficiency in both verbal and written Spanish is essential
- Experience in offering practical support, the willingness to undertake shift work, and to participate in a 24x7 on call duty

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.

**Contact Person:**

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](#).

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