

Test Engineer & Customer Support (m/f/d)

Permanent employee, full-time, immediately – Berlin

Your tasks:

- You interact with customers to provide information and procedures to address the inquiries, concerns and requests to products and services of NeoMonitor
- You evaluate and resolve problems of the customer
- You report common complaints of customers to the leadership team and give recommendations on how to avoid these situation in the future
- You offer feedback on product development, features and functions
- You support the Project Manager Roll-Out in trouble shooting during roll-out projects and assist in installing the equipment
- You work closely with the Product Team to evaluate new hardware components and help them to incorporate these into the NeoMonitor product portfolio

Your skills:

- You have previous experience in the field of testing and support of complex business applications, working in a SaaS is a plus or in energy metering.
- You have a basic understanding of how web based applications technically work.
- You have experience in customer support
- You have a very good knowledge of prioritization techniques.
- Very good understanding of agile development processes (Scrum, Kanban) and optionally hold certificates in this field.
- You feel comfortable communicating in English, German is a big plus
- You have sound knowledge of MS Office applications
- Teamwork skills, poise and good presentation skills
- High load capacity, commitment and communication skills
- You fully embody the agile mindset and accept the values proposed in the agile manifesto (you will be asked to accept those values upon joining)
- You are curious and keep yourself up-to-date, you like to learn about new technologies and patterns

About us:

FP NeoMonitor GmbH i.G. is a new founded 100% subsidiary of Francotyp Postalia. We set out with our team to deliver customer value and grow by applying lean startup and agile principles. The offerings will be aligned with market demand and their value proposition realized through customer-centric validation.

Please send us your application via e-mail to personal@neomonitor.de.