

Support Engineer 1st/2nd Level (m/f/d), 100 %

For 15 years, Nexphone AG has been providing telecommunications solutions (VoIP/Mobile/Connectivity) for residential and business customers of ISPs, cable network operators and IT service providers, and has continuously advanced the development of these solutions. The company operates exclusively as a wholesale provider and does not sell directly to end customers. To strengthen our support team, we are looking for a

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Your Responsibilities

In this varied role, you will work with a small team to ensure smooth first- and second-level support for our VoIP, Mobile and Connectivity product lines. You will be the point of contact for our customers and resellers, receive and analyse their requests, and develop satisfactory solutions independently or together with our systems engineers and software developers. As the most important communication channel with our customers and wholesale partners, our support team has a significant influence on the company's reputation and therefore its success.

Your Qualifications

- completed vocational training (in IT or a technical field)
- ideally several years of professional experience involving direct customer contact, preferably in the telecommunications industry
- sound IT knowledge
- aptitude for and interest in solving technical problems
- strong service orientation and customer focus
- precise and independent working style
- ability to grasp new concepts quickly
- reliability and willingness to help
- good language skills in German, English and/or French/Italian are an advantage
- ability to work in a team
- interest in telecommunications services

What We Offer

You can expect a varied and challenging role in a highly motivated, collegial environment where you can develop personally and contribute your ideas and abilities. Every day, you will encounter new challenges that will take you one step further on your path to becoming a telecommunications specialist. Our very spacious offices are located near Winterthur Grüze railway station, where support is provided on five working days during office hours (8:00 a.m. – 5:30 p.m.).

Please send your written application by email to jobs@nexphone.ch. If you have any further questions, Markus Haupt, COO of Nexphone AG, will be happy to assist you at 044 545 40 55 (if unavailable, please leave a message).

Nexphone AG, Alpenstrasse 1, 8803 Rüschlikon – www.nexphone.ch