



DAVID
s y s t e m s

Do you want to take part in the digital transformation of the media industry? Are you interested in promoting professional software and services that enable our radio and media clients to be highly successful? To strengthen our **Customer eXperience Group (CXG)** at our **Munich headquarters** or at our **Berlin location** we are looking for a

DevOps Support Engineer (m/f)

As a trusted technology advisor to our customers, the **DevOps Support Engineer** provides continuous, valuable and consistent customer experience. This is done by continuously increasing the value of our SaaS infrastructure, proactively supporting our customers to stay healthy and by owning automated value providing services like our knowledge and documentation portals. Out of that you will develop customer satisfaction to gain their confidence for successful subscription renewals, expansions and recurrent business.

Your tasks:

- Help our customers to restore their nominal state of operation while ensuring high-quality customer experience
- Improve and maintain the infrastructure to ensure a smooth and performant development, production and test environment
- Identify root cause for dysfunction and recommend product/process/services improvements
- Take ownership of support tickets and provide solutions to technical requests
- Find, analyze, describe and resolve issues in integrated solution scenarios
- Support our Sales and Solution Managers with solution presentations, demos and trainings
- Create state of the art automation scripts to manage deployments

Your profile:

- Customer-oriented attitude, self-motivated, responsive to internal and customer requirements and able to work well in teams
- Well-developed written and verbal communication skills with documentation proficiency in English and German
- Superior IT know-how (Networks, Microsoft OS, Windows Server e.g. IIS, MS SQL, Active Directory, VMWare/Hyper-V, Azure, Firewalls, Powershell)
- Ability to analyze API communication (XML, Web services, application logfiles)
- Work experience as Support Specialist for a software or media company would be beneficial, Video and/or Audio know-how and technology certifications highly beneficial
- Degree as a qualified IT specialist ("Fachinformatiker") or equivalent is valued, but not necessary
- A passion for Radio is a plus

You will join a highly motivated team in a dynamic company with flat hierarchies, flexible working hours and exciting projects with well-known clients. We are located in the heart of Munich at a modern business location well connected to public transportation. If you are looking for a personal challenge in the growing international field of digital media please send your application with salary expectations and potential start date to Rosemarie Mohr: join@davidsystems.com