



**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 clients worldwide to be highly successful? To strengthen our **Customer eXperience Group (CXG)** at our **Munich headquarters** or at our **Berlin office** we are looking for a

## Technical Customer Care Specialist (m/f)

As a member of our Customer eXperience Group, you contribute to long term and exceptional customer relationships by delivering superior quality results on time and within scope. You appreciate being part of a team striving to constantly enable the value of our software and services dedicated to the success of the radio industry.

Your tasks include but are not limited to:

- Assist customer return to a nominal state of operation
- Analyze software issues with log files, configuration and environment
- Document errors, bugs and feature requests and customer status
- Care for constantly improving customer experience relationship
- Support team members in any mission of CXG whenever possible
- Recommend product/process/services improvements
- Contribute to improvements of business tools for the entire company
- Assist with the generalization of Web-based Services utilization in customer care
- Create state of the art automation scripts to manage deployments

Your profile:

- Consistent customer-experience-providing attitude and results
- Working experience as Support or IT Specialist in a software company will be valuable and in the media sector a plus
- Proficient know-how in several of the following areas: Network, Microsoft OS, Database, Windows Server, IIS, MS SQL, Active Directory, VMWare/Hyper-V, Azure, AWS, Firewalls, Powershell
- Technology certifications are a plus
- Fluid written and verbal communication capabilities in German and English, French is a plus
- Ability to collaborate in teams within an agile environment
- Comfortable in technical and complex system environments

You will join a dynamic company with highly motivated teams operating within a flat organization, offering flexible working hours and exciting projects with well-known clients worldwide. We are located in the heart of Munich and Berlin at modern business locations, well connected to public transportation. If you are looking for a personal challenge in the booming field of audio and digital media, please send your application with salary expectations and potential start date to Rosemarie Mohr: [join@davidsystems.com](mailto:join@davidsystems.com)