



DAVID
s y s t e m s

Being a partner to our customers, our mission is to make their products, programs and content the best! 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 our **Berlin office** we are looking for a

Technical Customer Care Specialist (f/m/d)

You will take part in a team striving to constantly enable the value of our enterprise software and services dedicated to the success of the radio industry. You will develop on top of long term and exceptional customer relationships by delivering superior quality results on time and within scope.

Your tasks include:

- Care for constantly improving customer experience relationship
- Live the journey of resolving customer issues from start to closure.
- Reproduce and document bugs, feature requests and deliver solutions
- Gain and share knowledge
- Recommend product/process/service improvements
- Specify, build or maintain some of DAVID's business tools for you, your colleagues and the customer satisfaction

Your profile:

- Completed studies in the field of media technology/computer science or equivalence
- Successful working experience as Support or IT Specialist in a software company or in a media organization
- knowledgeable with Network, SQL Databases, Windows Server, IIS, Active Directory, Virtualization and Cloud technologies
- Comfortable with complex technical system environments and strong customer orientation
- Experienced as a Team player within an agile environment
- Excellent written and verbal communication capabilities in German or English; minimal German required; French is a plus
- Experience with media production and radio software is a plus
- Willingness to travel on an irregular basis

We offer you:

- A strong and trustful relationship with casual customers and partners
- The possibility to learn and grow your capabilities in the booming audio space
- To develop your autonomy and collaboration opportunities in an agile environment
- Flexible working hours and a good work-life-balance
- An international culture and a lot of cool events
- A leading company in the radio industry over 25 years, privately owned with flat hierarchies
- A modern business location in the heart of Munich or Berlin: easy access by public transport or bicycle

Interested? Reach out at join@davidsystems.com to start the application journey.