

+ BE YOURSELF – BECAUSE THAT’S HOW WE WANT YOU TO +

At Anexia, we take responsibility for all the **challenges of the digital world** – each and every day. That’s because we see ourselves as the **“Digital Transformation Engine”**. And how do we succeed in this mission? It’s simple. We are a family of facilitators with innovative ideas. We’re capable of, want to, and allowed to make things happen. That’s what makes us so unique! Do you want to be a part of our digital revolution and make history with us? **#joinourrevolution**

## JUNIOR IT SERVICEMANAGER (M/F/D)

Wien | full time

At Anexia, Service Management includes both Service Level Management (development and negotiation of customer SLAs) and Customer Service Management (central contact person for services and commissioned services) for our existing customers. Do you work in a service-oriented and communicative manner? Then our team is the right place for you.

### #PROFILE



As an interface between our customers and Anexia’s technical departments, your aim is to bring about customer satisfaction with respect to the agreed services and to ensure smooth communication. You and your team ensure that, as determined in the contract, the agreed SLAs are delivered and adhered to (monitoring and monthly SLA reporting). You also oversee operational control. Furthermore, you are responsible for developing KPIs and customer reporting. You recognize the needs of our customers and are responsible for initiating the next steps, as well as for coordinating significant changes in the service specifications (contract changes). In addition to proactively pointing out optimization potentials, you will also be responsible for the ongoing billing and cost control of the customer services provided.

## #WANTED



- two years of professional experience in service management
- Good knowledge of IT services and outsourcing
- Broad IT knowledge and experience in IT and data center operations is a plus
- Experience in handling change requests and continuously optimizing service processes
- ITIL certification is a plus
- High level of assertiveness and quick detection of critical situations (e.g. escalation management)
- Independent working method, structured approach, and good time management
- High level of customer and service orientation as well as entrepreneurial thinking and conduct
- We assume that you are able to work as part of a team, and that you are willing to learn
- Excellent spoken and written German; good spoken and written English

## #REWARD

Anexia grew up as a family, and with our growth strategy, we intend to keep it that way. We like to take responsibility, respect one another, and we know that we can achieve whatever we put our minds to. We look after Anexia, and Anexia looks after us. Enthusiasm, experience, and competence count, so you can expect a fair salary and numerous benefits.

### salary range



min. 35.000€

### Our benefits



We are more than just a workplace. Therefore, we offer our employees many benefits (which partly depend on your position and location): good transport connections and flexible working hours. Period. Not to mention further training, a mentoring program, free parking, a mobile phone and notebook for work and private use, snacks and drinks, company cars, employee events, a fun corner, ...

## #JOINOURREVOLUTION

APPLY NOW

## #ABOUT

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Anexia is offering high-quality and individual cloud- and managed hosting solutions as well as individual software and app development. Anexia is also running its own, independent data centers. Founded in 2006, Anexia is headquartered in Klagenfurt and has offices in Vienna, Graz, Karlsruhe, Nuremberg and New York City. The company serves numerous international customers.



Over 350 employees at more than 5 office locations in Austria, Germany and the USA



We are ISO-certified and have had a "very good credit rating" for years



Customers such as Lufthansa, McDonalds, TeamViewer, and many more trust in our quality



### You have questions?

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