1st Line Customer Support Engineer
(all genders)

About BENOCS

BENOCS offers intelligent software products and solutions that large network operators and service providers need to understand and optimize network traffic behavior. In the wake of increasing internet traffic requirements as more players enter the network, central networks need scalable and efficient solutions to continue delivering the best quality to end users. BENOCS provides the innovative perspective and operational agility to make this happen.

TASKS

- You provide 1st line support, from error analysis to qualification and initial solution
- You forward unsolvable problems to the relevant specialist departments
- You monitor our support ticket tracking tool and answer customer inquiries (GitLab Service Desk)
- You carry out technical training courses/webinars and accompany the release of new features
- You create and maintain help documents for using our products, e.g. FAQs, checklists and technical documents

TECH STACK

Languages: Bash, SQL

Tools & Frameworks:

ClickHouse (SQL-based DBMS),

GitLab CI/CD, GitLab Service Desk

Contact us @ DENOG

Stephan Schröder, CEO
jobs@benocs.com
www.benocs.com/careers

BENEFITS

Flexible working hours and location, company bike leasing (JobRad), Jobticket, Urban Sports, retirement plans and virtual stock options:
These aren't benefits – they are standard for all employees at BENOCS.