

## Who we are

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LINK Mobility GmbH in Hamburg is the German branch of the LINK Mobility Group with 17 locations and 400+ employees throughout Europe. We are the leading European provider of mobile communications and one of the main drivers behind the development of Conversations, an innovative and novel way of communication between companies and customers. Our international customers use the scalable services and solutions we offer, to simplify and improve their communication processes along the entire value chain. Whether if these are notifications, coupons, invoices or whole service processes. We develop our software 100 percent in-house, always taking into account the needs of our customers such as PayPal, MAERSK, Deutsche Post, Merck and ING.

**We are looking for a dedicated**

## Technical Support (m/w/d)

**to provide and support our customers with our products and services**



## Your mission

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- You love putting yourself in our customers' shoes and help them with any issue they have.
- Hold customer trainings to onboard our solutions.
- You support our sales team in winning new projects.
- You collaborate within a cross-functional team doing both: learning from others and sharing knowledge.

- You work closely with all teams within LINK in order to keep our customers happy.
- Based on your team's priorities and expertise you are responsible for your own tasks.
- You are in exchange with the international support and delivery team within the whole LINK Group.
- You collaborate closely with sales and the technical teams to find the best solutions for our customers.

## What we expect from you

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- Customer oriented thinking and living: you always give the customers the feeling that their interests are being focussed.
- Desire to support customers proactively.
- Basic technical understanding with the ability to "translate" the information to non-technical persons.
- Knowledge of the whatsapp business API
- Good English and German skills.
- Interest in technical topics.
- Analytical and problem-solving skills.
- Professionalism in handling Key Accounts.
- You act as a teamplayer within our international footprint.
- Passion to learn!

## How we work

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Our Hamburg team of about 30 employees works in a modern office, equipped with the latest technologies and a beautiful view of the Elbphilharmonie. If you are looking for a place where your opinion matters, your voice will be heard, and you have the chance to work on topics that are important to you, you've found the one. We hold our values of transparency, freedom, trust and openness high. Our prime directive says that we always believe that everyone has done their best, given their resources, knowledge and individual abilities. Here at LINK there is no place for either a classical department structure nor hierarchies. Our LINK Identity is defined by our agile work environment and our completely self-organized teams. Our dailies, groomings, plannings and retrospectives allow us a constant exchange within our teams.

## Open for this challenge? Contact us!

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