The Gig: **Do you prefer offering technical advice and solving real-world problems, or developing software? You can't make up your mind?** *Join our global team* **where you can** *enjoy both customer integration support and coding.*
Beyond Now is an internationally leading ecosystem orchestration and digital platform provider, powering organizations to launch new services at speed and grow revenue in an era of cloud, IoT, AI and 5G by utilizing our digital platform and SaaS BSS. The headquarter is in Austria, however we're building our team globally with the best people, and that's where you come in.

(Junior) Customer-Centric Integration Support Engineer (m/f/x)
One part engineer, one part ops sidekick, one part support superhero, one part customer chaos resolver.
Graz (AUT) hybrid | Full-time (38,5h/week) *or* Part-time (minimum 20h/week initially limited to finish study, then full-time) | Immediate Start

What you'll be doing:

You'll join our agile engineering & consulting team to merge **technical expertise with operational support**, building and maintaining customized applications and resolving customer requests. In this *multifaceted role,* you mainly will…

– advice self-determined customers (technicians, not sales) how to **transfer their processes** to Infonova (our software).
– technically support our customers during their **integration planning and development** process (with a helping hand from our senior team members a.k.a. your guide through the fire) and collaborate as a technical **communication** interface.
– assist with **application deployments, system monitoring**, and basic troubleshooting (hands on but *not helpdesk*)
– maintain **CI/CD pipelines**, automation scripts and operation tools.
– work closely with our awesome engineering, consulting, product and support teams to **learn best practices.**
– never forget important details, as you contribute to technical **documentation** and the customer's support knowledge base.
– Independently **help** people and yell at logs, while you don't mind wearing multiple hats (bonus if one is a wizard hat).

What you bring to the role:

• You have (almost) completed **IT education** (HTL is minimum; FH, TU - in Software Engineering, Design & Management, eHealth, Information and Computer Engineering *or similar*) **or** comparable self-learned IT skills.
• You have first relevant object-oriented coding **experience** (Java, Typescript or Python - pick your weapon) from professional, student, private projects, or internships (0.5-3 years is beneficial) - *that's a must.*
  Web development is a benefit. Professional experience in customer support is a plus. **Familiarity** with Git, command-line tools, cloud services, ticket processing (e.g. Jira), fearlessness of CI/CD pipeline – *these are nice to haves.*
• You **learn** continuously; **work** analytically and independently but also utilize your network and can hand over things.
• You are **flexible** - in general and in your head (i.e. always able to adapt quickly to new things, switch perspectives).
• You are an inspiring **team player**, actively listen and proactively suggest **with solution-oriented ideas**.
• You have excellent English **communication** skills (German is an asset), can explain complex issues in a target group-orientated way. You really enjoy interacting with customers ("customer is the king" mindset) and aim to **help** them.
• You have valid **work and resident permit** for Austria.

What's in it for you:

– A few Beyond Now AT **Benefits** (more to come – stay curious!)

| NO CORE TIME HOME OFFICE | MEAL VOUCHER | JOB TICKET | MODERN OFFICE INFRASTRUCTURE | FREE PARKING | EVENTS & GIFTS | ONBOARDING & BUDDY | TRAINING & DEVELOPMENT |

– **Way of Working:** It never gets boring. Technically, you'll get a very broad overview of enterprise software and marketplace integration (and everything around). You'll work self-organized on international projects, covering a variety of topics (in breadth not depth) and constantly expanding your knowledge.
– **Development:** Real mentorship, impact and growth for early career seekers, wanting a different path but stay in technology.
– **State of the art:** We have been using agile methods for more than 15 years. Learn from this experience and still retain our start-up mindset – while keeping the standards for the quality of customer care high.
– **Joy:** You'll become a part of a team that's there to help and laugh with you, not at you. Good cooperation and togetherness are essential elements of our company philosophy.
– **Compensation**: The minimum salary is EUR 3.200,- gross/month (14x) on a full-time basis. However, we offer a salary which *is above the minimum of Austrian IT collective agreement and in line with the market, depending on your specific qualifications and professional experience. Be "Beyond",* find out **more** about us and what's in it for you on our underline. website.
– **Apply online through the underline. application tool** and upload your well-structured informative **CV** in English! We'll teach you the rest. *And yes, it's OK to google stuff.* Please note that we cannot accept e-Mail applications, but we are happy to help if you have any questions.

We are looking forward to your online application!
Apply online now!

Contact:
Angelika Kölbl-Theußl
welcome@beyondnow.com
Johann-Schreiner-Straße 3, 8074 Raaba-Grambach
www.beyondnow.com

Beyond Now.