



CREATE AN INGENIOUS FUTURE

Ingenious Technologies is the market-leading independent technology provider for business analytics and marketing automation in the online marketing industry. Our clients include brands and companies from retail, fashion, lifestyle, finance, travel and telecommunication sectors. We offer an integrated platform, developed with state-of-the-art technology, for efficient online marketing and e-commerce.

To be the best, we are always looking for the best – we are looking for you!

Join our team in Berlin as

JUNIOR TECHNICAL SUPPORT MANAGER (M/F)

Shape your career with a challenging and inspiring position at Ingenious Technologies.

YOUR NEW JOB

- **You are an expert in your area:** Technical assistance for clients using the Ingenious Enterprise SaaS platform, in particular with the implementation of tracking codes and programming of scripts to connect client's websites with the platform and with third-party services
- **You actively shape the product:** Support for setup projects and improvements of the implementation process of our platform
- **You have an eye for detail:** Supervision of operational processes and technical functions
- **You are empathetic:** Technical management and consultancy for clients (with and without technical expertise) in order to ensure optimal use of the platform
- **You recognize trends:** Collaboration with product management to help improve the product
- **You look at the bigger picture:** Collection and analysis of big data for quality analysis and benchmarking of technical quality
- **You are a team player:** Be part of the Operations team in Berlin

YOUR PROFILE

- Technical background in professional internet applications
- University degree or apprenticeship in information technology, or similar qualifications
- Practical experience in web programming and working with databases
- Good knowledge of HTML, JavaScript, CSS and PHP
- Experience in technical customer support preferable, ideally in the field of e-commerce, online marketing, IT and SaaS
- Proficiency in English and German is a must, any other European language is a plus
- Customer orientation and strong problem-solving skills
- Good time and project management
- Firm and persuasive communication
- Open, genuine personality and a team player
- Ability to present complex matters in a simple and precise manner
- Confident in using MS-Office, in particular PowerPoint and Excel
- Willing to travel to international clients and subsidiaries
- A healthy sense of humor

WHAT WE OFFER

Let the positive working atmosphere in our highly-skilled and professional team inspire you. Unfold your potential in the best possible environment. Create your own daily routine to bring out the best results. You can find us in the heart of Berlin, Europe's favorite start-up location.

We are looking forward to hearing from you! Please send us your application with information about your earliest possible date of entry and salary expectation to:

Christine (Manager HR), jobs@ingenioustechnologies.com

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