

Customer Care Engineer

Location: Kiel, Germany (hybrid)

Starting date: as soon as possible

Your role in our MINT family:

- You always deliver exceptional customer service and respond to questions as well as address all concerns that the customer may have
- You process and handle incoming tickets via the JIRA service desk platform
- You troubleshoot and resolve issues with software or hardware and install and configure software and computer systems
- You always remain in compliance with company guidelines and accurately follow process documentation
- You maintain and improve existing as well as create new process documentation
- You log all customer interactions including contact information for follow-up
- You analyze records and logs to spot underlying trends and potential issues
- You are an absolute team player and work cooperatively with the rest of the team
- You seek self-improvement through mentoring and coaching from senior team members
- You provide coaching and mentorship to other team members

This is how you can impress us:

- You have successfully completed your academic studies, preferably in computer science or a related field, but not required
- You bring a proven track record of 1+ years of experience in a technical support role
- You have a strong interest in IT software and/or hardware
- You have working knowledge and expertise with a variety of software, hardware, and applications
- You are willing to solve complicated issues and see through to completion
- You possess analytical skills to study problems and records and identify solutions
- You have the desire to continue to develop skills and knowledge of our product line
- You accurately understand and follow process documentation and know how to create, review and update internal process documentation
- You are an excellent interpersonal communicator with strong relationships-building skills
- Your English language skills are great, both written and oral
- Your team-oriented attitude allows you to help colleagues and departments with technical problems
- You know how to manage time and effectively prioritize numerous tasks at one time

What we have in store for you:

- **Our people & culture:** at MINT you will be part of a global family that thrives on our cultural diversity. We love spending time together on social events and pride ourselves on the fun, productive environment in our MINT family.
- **Flexibility & remote working:** We respect every person's individual routines. Therefore, we support flexible work schedules and remote working for you to find your perfect work-life-balance.
- **Work-Life-Balance & family-friendly environment:** At MINT we believe having enough space to spend quality time with family and friends or to follow your favorite free time activity ensures mental and physical well-being as well as it motivates you every day!
- **Extra bonus payment:** We believe that people make the company, and therefore we love to share our profits with our team members through an additional annual bonus payment.
- **Job ticket:** Our great office location allows you to easily come to work by using Kiel's public transportation. We are pleased to contribute to your monthly ticket costs.
- **Company pension:** To help prepare our people for an enriching retirement, we contribute to our employee's direct insurance scheme
- **Loyalty & long-term relationships:** We want you to be part of our MINT family without any limits. All our work contracts are indefinite!
- **Travel opportunities:** As a global company with customers and MINT family members all around the world such as Germany, USA, Canada, UK, UAE, India and Colombia we offer you exceptional travel opportunities to exciting locations and meet amazing people!
- **Drinks & snacks:** we believe the way to a human's heart is through their stomach and this is why we provide beverages, snacks and the occasional catered lunch
- **Pet-friendly offices:** If you choose to work from one of our offices, feel free to bring your four-legged friend with you. We'd love to meet them!