



Technical Customer Service Agent

Full-time/Part-time (Pasching)

Your territory

As connection between our Hardware and Customer Service team you will:

- Improve our products and apps through customer feedback and your own ideas
- Test new app and web functions
- Work with cutting-edge technologies (IoT and M2M)
- Test hardware and prototypes
- Conduct error analysis and optimizations of our devices and apps
- Be the contact person for all emerging questions concerning hardware
- Implement improvements and automatizations
- Act as the connection between hardware and customer service

Your profile

Requirements:

- Finished a higher technical institute (HTL) or a related school
- Very good English skills (written and spoken)
- Strong analytical skills and an eye for detail
- Excitement for and understanding of technical topics

Words that describe you:

- Interested in smartphones and related technology
- Proactive, self-sufficient and motivated to learn
- You are a team player with good communication skills

Benefits of being our "paw"some employee

- An incomparable start-up vibe and a fun working atmosphere
- A multicultural work environment and excellent team spirit
- Excellent connection to the local public transport system as well as a company parking area
- Fresh fruit and coffee every day
- Flexitime and many other employee benefits like yoga classes, regular team events, company breakfast, etc.
- For this position, we offer a market conform salary depending on qualifications and experience. The minimum gross salary according to the applicable collective agreement is € 21.644 gross per year.

Tractive is the world's first community for pet owners and pet lovers. As the European market leader in the field of pet wearables, we build pet wearable technology, smartphone applications and online services to provide pet owners and lovers with pet-safety products, preventative care products, health information and of course, happiness. Tractive is an international and experienced team with users from all around the world.

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