



Director Customer Services

About Qnective

This is your opportunity to join one of the international leading providers of secure communication platforms and solutions for the next generation of mobile communication. Qnective offers secure communication services for governments, public safety organizations and large-scale enterprises. The company develops and maintains a Swiss made, unique proprietary encrypted platform for telephony and communication services with mobile devices.

About the role

We are looking for a **Director Customer Services** to complete a team of highly qualified professionals devoted to the design and the development of innovative secure mobile communication solutions. For this international and dynamic environment, we are looking for a strong and organized personality able to deal between various responsibilities, showing initiative, independence and high professionalism.

Responsibilities

- Manage and coordinate the customer support services, as well as the hosting infrastructure for the company's B2B and B2C software product lines
- Define service levels, monitor KPIs, and ensure customer satisfaction with a 'state-of-the-art' professional service catalog, in line with the company strategy and goals
- Ensure readiness of all customer technical documentation related to installation, commissioning, troubleshooting and operation of our secure communication platforms
- Prepare, manage and conduct product trainings for our partners and customers globally
- Lead the product rollout for key projects. Gather project requirements, design a deployment/rollout concept, prepare acceptance test plans and execute them according to customer expectations
- Deploy, manage and support the technical infrastructure of our SaaS communication platform, including its access, control and security according to best industry practices
- Interact with Product Management, Sales and Engineering departments to align the service offering with the product life cycle and with sales acquisition activities
- Be responsible for the secure and correct execution of all customer services. Define adequate service processes, manage and train the technical staff, and interact directly with customers acting as the main point of contact for all service-related matters
- Represent the customer service department at executive management level, report and improve the performance of the department, and suggest serviceability improvements to the product lines

Your profile

- University degree in computer science, electrical engineering, or equivalent education, with approximately 10 years of experience in the ICT sector and at least 3 of them managing and delivering customer support services
- Proven track record of technical support activities. Experience in planning and managing hosted services
- Ability to lead teams, interact with customers and engage with third party suppliers, as needed for the role
- Solid background in one or several of the following technological areas:
 - Linux/Red-Hat
 - Networking and protocols
 - Virtualization/cloud
 - IT security and secure operations (highly desirable)
- Experience in VoIP, telephony systems and/or Unified Communications, desirable
- Capable of leading and defining service processes and executing service levels
- Open minded personality with excellent communication skills and capable of working in a multidisciplinary and multicultural environment. Analytical thinking to solve complex situations
- Self-driven professional with a “hands on” attitude
- Availability for traveling
- Flexible professional with ability to handle several tasks simultaneously and to support workload peaks
- Very good command of the English language. Additional languages, preferably German and Spanish, would be a plus

What we offer

This is your chance to join a highly innovative team with experienced professionals. You will encounter a friendly atmosphere with a start-up and entrepreneur mentality. Furthermore, we offer you a permanent employment with a competitive package and the possibility to live in one of the most beautiful areas of the world. In addition, we also offer you broad possibilities to evolve in your career.

Interested? Send your application (CV, motivational letter, diplomas) to Mr. Erduan Mellova at jobs@qnective.com with the subject line “**Director Customer Services**”.

For this role we only consider direct applications from candidates.