

Customer Support Lead:

Metaversum GmbH is an innovative company with bold visions of new futures for Web 2.0 and 3D platforms. The trend-setting company was founded by two successful IT entrepreneurs and a former management consultant & media manager and is backed by a very successful German venture capital firm. With headquarters in Berlin, Germany, it is currently in the process of developing a massive multiplayer online virtual world and social community platform.

To start work immediately, we are looking to strengthen our team in Berlin with a:

## *Customer Support Lead*

Your job responsibilities will include the successful and satisfied residents of the virtual world.

Technical Requirements:

- Must have minimum of 3 years heavy computer experience
- Fluent in German and excellent to fluent English skills
- Highly proficient with Windows, Internet browsers, Microsoft Office, and other common software
- Must have excellent troubleshooting skills. Must understand and follow troubleshooting techniques and processes.

Desired:

- Experience with IT infrastructure, such as servers (Linux), networking, web site operations
- Experience writing and maintaining documentation
- Experience in customer support, both via phone and written means (web, email)

About you:

- Ability to work flexible hours, including rotating shifts..
- Enthusiasm to make things happen/work.
- Strong interpersonal and communication skills.
- A friendly demeanor and patience with non-technical users
- The ability to communicate technical solutions to non-technical users

You will bring fresh ideas to and become part of an existing team. If you enjoy the challenge of expanding and developing your interest in new technologies, we offer you:

- The opportunity to work with a high level of self-initiative and self-motivation
- A motivated team
- Attractive projects in an innovative and developing field
- A chance for you to grow professionally

If you want to explore new worlds with us and meet these criteria, send your cv - preferably electronically - to:

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Rungestr. 20  
D - 10179 Berlin  
info@metaversum.com