

Customer Care and Software Support Specialist w. German and English

Looking for a new challenge where your 1st-line support experience and problem-solving skills can shape customer satisfaction across regions? Are you fluent in both German and English and would like to use them daily? We are seeking an experienced Customer and Software Support Specialist to join our global team.

About the Role

In this role, you will provide 1st-level software technical support to external and internal customers and manage software agreement renewals within a designated territory. You will play a key part in ensuring customer satisfaction and supporting our software solutions.

Key Responsibilities

- Deliver 1st-level technical support via our ticket-based system
- Support customers in German and English within regional/global KPIs
- Coordinate with internal teams to resolve issues efficiently
- Expedite license requests for internal/external customers
- Dispatch sales inquiries to the MIKE Sales team
- Identify and address local customer needs
- Escalate complex technical issues to 2nd-level support
- Process all software renewals within your territory

Your competencies

- Detail-oriented with a systematic approach
- Strong organizational skills
- Ability to work collaboratively in a team environment
- Strategic thinker with problem-solving experience
- Flexible and passionate about customer satisfaction
- Experience with Microsoft Dynamics 365 – Service Hub and Sales Hub

Your qualifications

- Proficient in German and English (written and spoken)
- Minimum 10 years of experience in a support role
- Solid knowledge of software support and issue resolution
- College or University degree preferred

About DHI

We are an international company with headquarters in Denmark and branches around the world. We have been operating in the market for more than fifty years (in the Czech Republic since 1990) as one of the world's leading water and environmental consulting companies. Our knowledge of water environments is second-to-none. It represents 50 years of dedicated research and real-life experience from more than 140 countries.

DHI offers

- 5 weeks holiday
- Engaging multicultural and international company dedicated to water management and environment
- Benefits like meal vouchers, company phone plan, possibility to work from home for up to 2 days a week
- Working in smaller group with personal touch
- Open and friendly environment

Office Location

- You will be based in our office in Prague, the Czech Republic.

How to apply

- Please submit your application including Cover letter and CV via the relevant job posting on DHI's website: <http://www.dhigroup.com/careers>
- Deadline for application is **9 Feb 2026**.

To apply for this position, you must have the right to work in Country without restrictions. We are

unable to sponsor applicants for this position.