

Semalytix is a fast growing start-up specialised in developing Software-as-a-Service products for explaining the global conversation around Competitive Intelligence topics in the Pharma domain. Our AI solutions extract insights from large amounts of textual data in real time to support our customers in making decisions at the operational and strategic level much faster, more informed and much easier – on the solid base of Machine Learning, Natural Language Processing and Knowledge Graphs.

We offer:

- A young and motivated international team with a background from more than 20 different nations
- The spirit and culture of a fast-paced and dynamic start-up in a collaborative working environment
- An open culture and friendly working atmosphere
- The possibility to occasionally work remotely
- Sponsored gym membership
- Regular company events

**In order to support our IT Services Team, we are seeking
as soon as possible
full-time (37.5 hours per week)**

IT Service Coordinator (m/f/d)

Your responsibilities:

- Handle IT user help desk requests
- Manage inbound calls from customers
- Actively seek to understand the customer's needs and/or the root cause of the current issue
- Demonstrate conflict resolution, negotiation, and de-escalation skills
- Assist in IT asset management
- Meet the required and clearly defined working hours

Who you will work with:



Daniel Eiternick
(IT Service Manager)

Required skills and qualifications:

- Business fluent in German and English
- Background in programming, computer science, or similar
- Excellent verbal and written communication skills
- Friendly, patient, and articulate telephone manner with strong customer service mentality
- Hands-on work attitude
- Excellent analytical and interpersonal skills
- Past success in a Service Desk environment or Customer Service role is a plus

Please apply to careers@semalytix.com. Your application documents (in English) should include a letter of motivation, CV, relevant certificates and references in one single PDF document.

Informal inquiries may be directed to Katharina Wendler (katharina.wendler@semalytix.de). Positions remain open until filled. We are strongly committed to promoting equal opportunity and diversity in our team.