



Cubbit is hiring

Job Offer **Technical Wiz** Full time

Info: [careers@cubbit.io](mailto:careers@cubbit.io)

## About Cubbit

At Cubbit we envision a new internet: green, privacy-friendly, safe, with no one in control. We're building the first distributed data center, made by the users for the users. Started with a successful Kickstarter campaign, our vision is contagious: indeed, Cubbit is growing fast all over the world and is going to double the team in the next months.

We collaborate with partners such as CERN, Samsung, TIM, and Masmovil. Our distributed cloud technology has been presented as an excellence in several scientific and technological conferences. Also, we are part of a EU-wide project to renovate the cloud infrastructure for science.

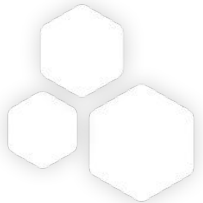
Cubbit is a hi-tech, distributed cloud startup. Headquartered in Bologna, Italy, with a branch in Tel Aviv, Israel, Cubbit counts Techstars and Barclays among its global-class shareholders.

## Job Description

For our office in Bologna we are looking for a mission-driven Technical Wiz (Customer Success Manager) who provides the best service possible to our users and is passionate about the customer experience. This role serves as the main point of contact between Cubbit's users and our team in order to build amazing features and delight our customers.

The candidate will become part of an innovative context and work along with a cross-functional team of developers, designers and marketers

Please apply even if your experience and interests aren't an exact match with what we've laid out in this job description. We're building something different at Cubbit. If that sounds interesting, we want to hear from you.

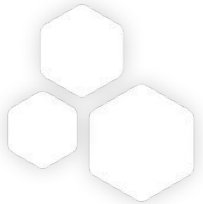


### What you'll do:

- Filter and solve the most common technical issues
- Support the tech team with the more serious problems.
- Provide excellent support to customers via different channels to understand their needs and ensure their success with Cubbit.
- Serve as the main point of contact and liaison between users and the rest of the Cubbit team.
- Evaluating opportunities to increase customer satisfaction, sales, and retention.
- Support seamless onboarding of new users.

### Your Profile and Mindset:

- Proven ability to solve problems conceptually and in collaboration with cross-functional teams.
- Passionate about delighting users and making life simpler with technology.
- Creative mindset.
- A highly motivated self starter who is ready to dig in, hustle, and find solutions.
- Capacity to empathize with other people: have the imagination to understand the world from someone else's point of view.
- Hungry to change the world starting from changing the cloud computing experience.
- Proactive participant in our culture.



### What you'll need:

- Basic code knowledge.
- Passionate and connoiser of cloud storage systems and devices.
- An understanding of and passion for the customer experience.
- Ability to leverage on customer insights and how businesses use them in order to inform strategy.
- Proven track record of great customer service experience.
- Outstanding knowledge of the English Language - written and spoken.
- Experience with modern ticketing softwares

### Bonus points:

- Node JS and C++ knowledge.
- Previous experience working in a SaaS company.
- Bachelor in Computer Science or Information Technology and Management.

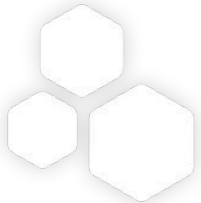
### Benefits:

- A vibrant, young, and informal workplace.
- Remote work possible after a first period working with the team to assimilate Cubbit culture and product knowledge.
- Part time is an option that can be defined if common interest of the parts.
- Opportunity to participate in the best world fairs and events linked to the tech world.
- Possibility to move in different countries during your career.

### Location, Commitment & Contract

Heart of Bologna, city famous for food, warm, and young people as well as great life style. Less than 2 hours from the nicest places in Italy: lakes, Tuscany, Venice etc.

The type of contract will be defined together with the founders.



*If you're a hard worker, an inspiring leader, a humble team player, and a dreamer at heart, Cubbit is the place you are looking for.*

## **Contacts**

**If you're interested, please contact us and send your CV**

[careers@cubbit.io](mailto:careers@cubbit.io)

[www.cubbit.io](http://www.cubbit.io)