



Cubbit is hiring

Job Offer **Technical Wiz** Full time
(**Tech Customer Success**)

Info: careers@cubbit.io

About Cubbit

At Cubbit we envision a new internet: privacy-first, green, accessible, with no one in control.

To get there, we are on a mission to recycle the internet resources we waste into the most competitive & cybersecure web services.

We're building the world's **1st distributed cloud provider**, that needs no costly and polluting data-centers to run.

The first step is disrupting cloud storage for users, and we started with a Kickstarter launch that got into the **top 1% of most funded campaigns in history**.

Then, we are bringing cloud storage for businesses to the next level, by making privacy a right and not a premium feature.

It's not only about cloud storage, though. Hosting, VPN, CDN, distributed cloud computing will follow soon. We're building all this together with our world-class partners such as **Techstars, Barclays and the European Commission**.

Headquarters: Bologna, Italy w/ a branch in Tel Aviv, Israel.

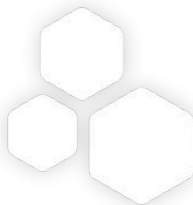
Job Description

For our office in Bologna we are looking for a mission-driven Technical Wiz (Tech Customer Success) 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.

The candidate will support the Tech team filtering and solving directly the most common technical issues and supporting the team in solving the more critical ones.



What you'll do:

- Filter and solve the most common technical issues.
- Support Tech team with the more serious issues.
- 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:

- Independent: a highly motivated self starter who is ready to dig in, hustle, find solutions and deliver.
- Market-driven: in everything you do, follow the golden rule of “do not waste a second nor a dime to build something people do not want”.
- Data-driven: know how to digitally engage with customers, measure their responses, define KPIs to test your hypothesis and choose a strategy.
- Emphatical: have the imagination to understand the world from someone else's point of view.
- Methodical: be efficient in reporting or sharing findings with the team.
- Ambitious: think big, start small, scale fast. Join us in building a born global startup.
- Humble: know that you don't know, learn from the top tier, don't reinvent the wheel but raise the bar.
- 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:

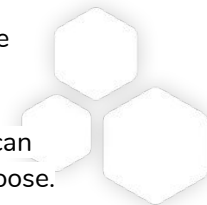
- A vibrant, young, and informal workplace.
- Remote work possible after a first period working with the team to assimilate Cubbit culture and product knowledge.
- Part time is an option that can be defined if common interest of the parts.
- Opportunity to participate in the best world fairs and events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

Location, Commitment & Contract

Bologna is a world-famous city for food, a young vibe due to the oldest University in the western world as well as great life style and services. Less than 1 hour from Florence and Milan, and very close to nicest places in Italy: Venice, Rome, Tuscany, Dolomites and the lakes etc.

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

We don't choose people based on the contracts we can offer, but we adapt the contract to the person we choose. Let's talk soon then.



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.

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.

To apply, please contact us and send your CV

careers@cubbit.io

www.cubbit.io/careers