Our client is a family-owned German company, which stands for excellent technology and unique audio experiences for over 75 years and they will continue to do so in the future. As a key member of the Global Services team, you will bridge business needs and technology solutions by managing customer support systems, processes, and governance. You will collaborate with global stakeholders to deliver innovative self-service capabilities, optimize operations, improve data quality, and implement scalable solutions that drive customer satisfaction and operational excellence.

Global Services Specialist (m/f/d)

Nr ref.: 160/8/2026/PB/270020/jobs.pl Poznań (wielkopolskie)

What we offer

- A competitive salary that matches your skills and experience
- Contract of employment
- A comprehensive benefits package including health insurance, a benefits platform with a lot of points to use every month,
- Private medical care,
- Sports card,
- Continuous learning and development opportunities, including training programs and workshops
- Hybrid model of work (3 days in the office/ week)

Your tasks

- Own the global customer support ecosystem, ensuring systems, self-service capabilities, and operational processes effectively support customers, agents, and business objectives
- Drive process optimization, automation initiatives, and digital transformation projects to improve efficiency, service quality, and scalability
- Partner with Customer Support, IT, and Business Unit stakeholders to define requirements,implement solutions, and continuously enhance the customer support experience
- Evaluate, implement, and govern support technologies, including AI-powered solutions, knowledge management platforms, customer portals, and communication tools
- Lead the documentation, deployment, training, and change management activities required for successful adoption of new systems and processes.

What we expect

- Strong knowledge of Customer Support systems, technologies, and processes, including: Contact Center, Telephony, and Unified Communications (UCC) platforms, ERP and CRM systems, Live Chat and Chatbot solutions Knowledge Management and Self-Service platforms
- Basic technical proficiency in HTML, CSS, JSON, and SQL
- Understanding of APIs, system integrations, and data interfaces
- Experience working with project teams and applying project management methodologies in a business or IT environment
- Knowledge of Quality Management and IT Service Management (ITSM) principles,

processes, and tools

- Strong analytical, troubleshooting, and problem-solving skills with the ability to identify opportunities for process improvement and automation
- Excellent stakeholder management, communication, and collaboration skills
- Ability to translate business requirements into scalable system and process solutions
- Demonstrated ability to analyze large volumes of operational and customer data to identify trends, drive process improvements, and support data-driven decision-making.

Education/Experience:

- Bachelor’s degree in Business Administration, Information Technology, Computer Science, or a related field, or equivalent professional experience
- Minimum 5 years of experience supporting, administering, and enhancing customer-facing and internal business systems, tools, and processes
- Proven experience driving the implementation, adoption, and continuous improvement of end-user technologies and self-service solutions
- Experience translating Business Unit strategies into scalable operational processes, systems, and governance frameworks
- Demonstrated experience in process optimization, automation, and service delivery improvement initiatives
- Understanding of governance models, standards, and best practices related to customer support operations, systems, and data management
- Experience working in a global, cross-functional environment with multiple stakeholders and business units