

NoDi GmbH



We're NODI, a Berlin-based consumer electronics startup. We build the NODI Flip, a screen-free audio device for kids, with Spotify integration, voice messaging, offline content, and optional LTE. Our mission: give children music, audiobooks, and a connection to their family without putting them in front of a screen. As our Technical Customer Support Specialist (Level 2), you're the technical backbone of our support team, the person who takes over when things get tricky. <http://www.nodi.kids>

Technical Customer Support Specialist (Level 2)

Berlin, Germany (hybrid) Employee Customer Service 40.000 € to 50.000 € / year

City: Berlin; Starting date (earliest): At the earliest possible; Remuneration: 40.000 € to 50.000 € / year

Tasks

- Diagnosing and resolving technical cases: failed firmware (OTA) updates, WiFi and LTE connectivity issues, app pairing, Spotify integration
- Deciding whether a device can be fixed remotely or needs replacement, and owning the replacement process
- Escalating reproducible bugs to our engineering team with clean, structured documentation they can act on directly
- Answering tickets in our helpdesk in German and English, friendly, clear, and in the informal tone parents know us for
- Maintaining and expanding our Help Center and reply templates so Level 1 and our AI-assisted drafts keep getting better
- Working with AI tools that pre-draft replies, your job is increasingly to review, improve, and solve the hard cases, not type on an assembly line.

Requirements

- Experience in technical customer support (Level 2 or comparable), ideally with hardware or IoT products
- Genuine technical depth: you troubleshoot systematically and can explain technology in a way stressed parents understand
- Very good written and spoken-level German and English
- Experience with a helpdesk system (Gorgias, Zendesk, Freshdesk, or similar)
- A self-directed, structured way of working. We have short paths and lots of ownership
- Bonus: experience with firmware/OTA topics, Bluetooth/WiFi diagnostics, or products for kids and families

What we offer

- A product you can stand behind. Parents love it, and so do kids

- Direct impact: your support insights feed straight into product and engineering decisions
- Modern tooling and AI-assisted workflows
- Hybrid work: a mix of home office and our Berlin or Düsseldorf office
- Salary: €40,000-€50,000
- Further benefits: lunch allowance, and of course, your own NODI Flip.

Sounds like you? Send us your CV and a few sentences on why technical support is your thing, no formal cover letter needed. The process includes a short practical exercise with real (anonymized) tickets, so you see what the work actually looks like and we see how you think.

We're looking forward to hearing from you!

Your NODI Team

Application

Contact person: Mathieu Caudal

By internet: https://join.com/companies/nodikids/16475578-technical-customer-support-specialist-level-2?pid=0e2dda923fcd9cc3040b&oid=255082c3-49ee-4f63-9ccd-d07738008433&utm_source=stellenticket_tu_berlin&utm_medium=paid&utm_campaign=job%2Bads%2Bfor%2Bgraduates&utm_content=technical%2Bcustomer%2Bsupport%2Bspecialist%2Blevel%2B2

More information at <https://stellenticket.de/205961/TUB/>

Offer visible until 04/09/26

