

Dstny – Customer Support Engineer

About the role...

As a **Customer Support Engineer** at Dstny, you will play a critical role in delivering high-quality, customer-focused technical support across our UCaaS and SaaS portfolio. Supporting Service Providers and enterprise customers, you will be responsible for diagnosing, triaging, and resolving service-impacting issues while ensuring a consistently positive customer experience.

Working closely with Support, Engineering, Operations, and Customer Success teams, you will act as a vital link between customers and internal technical teams. This role is ideal for someone who enjoys problem-solving in a fast-paced telecom environment and takes pride in helping customers keep their services running smoothly.

Based in the **Porto**, you will be part of a collaborative, international support organization within one of Europe's fastest-growing cloud communications companies.

We are looking for an experienced **Customer Support Engineer** who brings strong technical expertise, a customer-first mindset, and the ability to work effectively under pressure.

In this role, you will:

- Provide end-to-end technical support for UCaaS and SaaS platforms
- Triage, diagnose, and resolve complex telecom and service issues within SLA
- Manage customer cases through to resolution using structured support processes
- Escalate issues to L3/L4 Engineering when required, ensuring clear documentation and handover
- Communicate confidently with Service Providers, partners, and internal teams regarding incident status and resolution progress
- Contribute to continuous improvement through knowledge sharing and process optimisation

What we're looking for in you

You are a technically strong, customer-focused support professional with a passion for telecom technologies and service excellence. You bring:

- **3+ years' experience** in a technical support role within **Telecom, UCaaS, VoIP, or SaaS**
- Strong understanding of **telecom protocols** such as **SIP, RTP, and VoIP**
- Proven experience troubleshooting across **multi-product, cloud-based environments**
- Hands-on experience with **case management and diagnostic tools** (e.g. Jira, Wireshark, monitoring platforms)
- The ability to work calmly and methodically in **high-pressure, customer-facing situations**
- Excellent **written and spoken English**
- A proactive, collaborative mindset with strong documentation and communication skills

Nice to have (but not essential):

- Exposure to Service Provider environments
- Experience supporting third-party integrations
- Additional European language skills (e.g. German, French, Spanish, Dutch)

At Dstny, we believe great people do their best work when they feel supported, challenged, and connected. In return for your expertise, we offer:

- The opportunity to work with a **highly skilled, collaborative team of engineers**
- Exposure to **cutting-edge UCaaS and cloud communication technologies**
- A **flexible and innovative working environment**
- **Competitive salary and benefits** aligned with market best practice
- Ongoing learning and development opportunities
- The chance to grow your career within a **fast-growing, international technology company**

<https://dstny.com/>