

Dstny – Sr Platform Support Teamlead (L3 Lead) UCaaS & Connectivity

About the role...

Dstny is a dynamic and innovative company specializing in managed services, with a strong focus on modern communication and connectivity platforms.

Our portfolio includes advanced UCaaS solutions such as a cloud IPBX, CRM connectors, seamless MS Teams integration, and mobile/fixed convergence, as well as managed connectivity and security services including SDWAN, firewalls, WiFi, and email security.

To strengthen our support organization, we are introducing a dedicated Level 3 engineering team responsible for deep technical expertise, platform stability, and advanced troubleshooting across our managed services.

We are looking for a Senior Platform Support Engineer who will act as the technical teamlead for our Level 3 support team covering both UCaaS and connectivity platforms.

This role combines deep technical expertise, operational ownership, and team leadership.

The successful candidate will serve as the highest technical escalation point, ensuring platform stability, resolving complex incidents, and driving improvements across our support organization.

In addition to hands-on technical troubleshooting, this person will mentor the team, improve operational processes, and help automate repetitive operational tasks, working closely with Support, Delivery, pre-sales and product teams.

Key Responsibilities

Level 3 Support & Escalation

- Act as the highest technical escalation point for complex incidents across UCaaS and connectivity platforms.
- Troubleshoot and resolve advanced issues related to:
 - Cloud IPBX platforms
 - MS Teams integrations
 - CRM connectors
 - Mobile/fixed convergence
 - Network and security infrastructure
- Work closely with Level 2 teams to accelerate incident resolution and knowledge transfer.
- Work closely with GIS Corevoice teams and Group level product owners.
- Lead technical root cause analysis (RCA) & problem management, and ensure proper documentation of major incidents.

Platform Stability & Continuous Improvement

- Ensure the reliability, performance, and scalability of the managed platforms.
- Identify structural problems and recurring incidents and implement long-term fixes.
- Monitor system performance and propose improvements to increase platform resilience and service quality.

- Coordinate with internal engineering teams and vendors when deeper product issues arise.

Technical Documentation & Knowledge Management

- Develop and maintain high-quality technical documentation, including:
 - troubleshooting procedures
 - operational playbooks
 - platform architecture overviews
 - escalation guides
- Ensure support teams have the necessary documentation and knowledge to resolve incidents efficiently.
- Drive the continuous improvement of the support knowledge base in collaboration with the Support Continuous Improvement Manager.

Automation & Operational Efficiency

- Identify repetitive or operationally heavy tasks and propose automation solutions.
- Work with development teams to define and implement automation and tooling improvements.
- Contribute to DevOps-style improvements that increase operational efficiency and reduce manual work.

Team Leadership & Mentorship

- Provide technical leadership for the Level 3 engineering team.

- Mentor and coach Level 2 engineers to grow their technical expertise.
- Establish best practices for troubleshooting, incident management, and platform support.
- Help define support processes, escalation paths, and operational standards.

What we're looking for in you...

- 6+ years of experience in networking, unified communications, or managed services environments
- Strong expertise in at least several of the following areas:
 - VoIP / SIP / IP telephony
 - UCaaS platforms
 - Microsoft Teams telephony integration
 - Networking (routing, switching, SDWAN)
 - Firewalls and network security
- Strong troubleshooting skills across complex distributed platforms
- Experience working in Level 3 or escalation engineering roles
- Experience writing clear technical documentation
- Strong analytical and problem-solving mindset
- Ability to explain complex technical issues in a clear and structured way

What we can offer you...

- A key role in a fast-growing European tech company
- A collaborative, no-nonsense culture with room for initiative
- A team of passionate colleagues who love what they do
- A chance to make a real impact on Dstny's growth journey
- A challenging job in a fast-growing company where you can also grow yourself (with plenty of room for training)
- A competitive salary, including an eco-friendly company car with fuel/charging card or an interesting flexible mobility budget.
- Electronic meal vouchers, health insurance.
- Seniority days: extra vacation days based on your seniority (1 day every 3 years, up to a maximum of 4 days)
- Flex Income Plan: tailor extra advantages using your budget of your 13th month
- Access to Benefits@Work: enjoy discounts at a wide range of popular brands and retailers
- Flexible working hours, with the possibility of remote work. Because in digitalization, we should set a good example, right?
- A pleasant working environment in a renewed Dstny house, customized to the wishes of our Destinians.
- A great team of colleagues and wonderful customers.

- A friendly atmosphere with regular fun team-building activities or company events.
- Always fresh soup, fruit, and delicious coffee.
- To be a part of the Dstny family: an ambitious, inclusive and people-centric organisation

<https://dstny.com/>