



Customer Support Help Desk

Company Profile

Simgo's cloud based virtual SIM management platform removes the physical SIM card from mobile devices and places it in the cloud. The platform is then able to dynamically assign any SIM card to the mobile device based on criteria such as time, location and coverage, cost and other preferences. Simgo's platform minimizes the cost and effort of managing connectivity as well deployment and security for large fleets of connected devices.

The virtual SIM management platform manages all vSIM enabled connected devices. Simgo's platform is available as an SDK to be easily integrated directly into any connected IoT device's chipset as well as directly into the Smartphone at the manufacturing stage, thereby creating a software only solution, without additional hardware requirements. Additionally, Simgo offers after-markets solutions such as our vSIM portable Hotspot and vSIM cover, that brings the virtual SIM capability to the iPhone.

Job Description:

Our Customer Support Help Desk is the face and pride of Simgo. During your shifts, you will be in constant communication with clients, telecom service providers and use different technical systems that make up the Simgo architecture. Our Customer Support has the best impression of our customer's experience. Our job includes not only being in charge of keeping our clients satisfied, but also contributing crucial input to Simgo's products and roadmap.

Your Profile

Most important:

- Complete fluency in English (additional languages are an advantage)
- Excellent communication and interpersonal skills
- Quick learner and self-managed
- Personal interest and passion for mobile products and the cellular world

Must have:

- Ability to work at least 4-5 shifts (8 hours each) per week
- Ability to work nights and weekends
- Familiarity with mobile phones, internet usage, Office suite.

Nice to have:

- Familiarity with mobile network technologies and architecture.
- Experience as a NOC operator in the mobile or related industries

Vietnam: CirCO District 1 3rd floor, 09 Nguyen Trai, Phuc Kim Long building 9 Nguyễn Trãi, Phường Bến Thành, Quận 1, TP.HCM	Singapore: 12 Eu Tong Sen Street #08-169 soho2@central Singapore 059819 Tel: +65 6802 6868
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Next Steps

If you have questions, or if you are interested in this position, please send a resume in English Language to:

Tobias.buelow@simgo.co

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