

CARIAD Estonia is part of CARIAD, the automotive software company of the Volkswagen Group. Building automotive software platforms and digital customer functions for iconic brands like Audi, Volkswagen and Porsche, CARIAD supports the Volkswagen Group in becoming the global automotive tech driver.

CARIAD Estonia is a reliable in-house partner within the CARIAD group. The tech team at CARIAD Estonia focuses on maintaining the operational stability of digital services from connected-car platforms to customer apps that are used by millions of customers of Volkswagen Group brands around the world. CARIAD Estonia also supports the CARIAD Group in partnering with other tech companies globally in the role of shareholding entity for non-German CARIAD subsidiaries.

We are looking for 24x7 Support Engineers

Our 24x7 Support Engineers monitor systems, resolve issues, support incident handling, and ensure that SLIs, SLOs, and SLAs are met. They also contribute to documentation, follow established processes, and collaborate with internal teams to ensure efficient service delivery.

Join us, if you have:

- The ability to follow structured processes, procedures, and escalation paths with accuracy
- Strong communication skills and the ability to communicate clearly and effectively
- Fluency in English, both written and spoken
- Strong analytical skills and the ability to assess situations, identify priorities, and support effective coordination
- Strong attention to detail, particularly in documentation and tracking of actions and timelines
- The ability to manage multiple tasks, tools, and communication channels in a fast-paced environment
- The ability to maintain a calm and structured approach during unexpected situations
- A proactive mindset with a strong sense of ownership and accountability
- A good understanding of monitoring and observability tools (e.g., Grafana, Dynatrace, Kibana, New Relic)

Your tasks in CARIAD Estonia will be:

- Making sure SLI, SLO, and SLA are met to maintain high service standards
- Perform continuous monitoring of systems and react to warnings, errors, and failures to prevent service disruptions or minimize them
- Create, update and maintain comprehensive documentation of processes and support concepts in the knowledge base
- Manage the lifecycle of incident tickets, problem tasks, and service requests by creating, receiving, processing, forwarding, analysing, and resolving them in collaboration with other teams
- Assist in managing major incidents by providing timely support and analysis to minimize impact and ensure rapid resolution
- Act as the first point of contact for other departments during incidents, facilitating communication and coordination between teams



CARIAD Estonia offers

- Hybrid working environment (location in Tallinn)
- International diverse team
- Health benefits and additional time off
- Professional growth - team and individual trainings, workshops, etc

Sounds interesting?

Kindly send your application (CV and cover letter in English language) or any questions you might have to CARE-Career@cariad.technology

To fulfill the recruitment and selection process, your personal data will be processed by CARIAD Estonia AS (CARIAD). [Please review](#) how your personal data is processed.