122 2712 1st/2nd-Level Remote- Service-Techniker (m/w/d) About CiTS:  
Central IT Services GmbH is a young, up-and-coming service company based in the south-east of Munich that has set itself the task of supporting large IT system houses and corporations nationwide with managed services, services, trades and recruitment agencies.  
  
We bring you into the most exclusive and attractive projects and jobs. - Your employer at eye level -  
  
1st/2nd level remote service technician (m/f/d)  
  
Location: Augsburg  
Employment type(s): full-time  
  
Your tasks in our company are:  
- By phone, or in the service management tool  
- Acceptance and qualification of end customer requests (1st level and remote 2nd level) as well as their processing for troubleshooting reported incidents  
- Implementation of changes (service requests, e.g. transfer of PC configurations according to specifications  
- Documentation in the ticket system  
- Scheduling an appointment with the end user  
- Basic installation and software assignments after training  
  
You should bring the following with you:  
- An efficient and reliable way of working  
- A positive attitude towards the obligation to document tasks (ticket system, creation of documentation for software) in compliance with all process specifications  
- Independent flexible and always reliable way of working as well as prioritized work  
- Workplace service experience should be available (PCs, notebooks, monitors, possibly iPhones), possibly a junior with development potential  
- Knowledge of German, basic knowledge of English for documentation requirements in the ticket system  
  
Our range:  
- You get up to 30 days vacation  
- We offer you a company pension scheme  
- A 35-hour week is also possible with us  
- You can get an e-bike for private use on request  
- "You" mentality and very short decision-making processes  
  
Get in touch!  
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