123 2713 IT Measurement 1st & 2nd Level (w/m/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 -  
  
IT employee 1st & 2nd level (f/m/d)  
  
Job ID: 5  
Location: Hamburg  
Employment type(s): full-time  
  
Your tasks in our company:  
- Acceptance of fault reports and service requests by phone, email or ticket system  
- Processing and prioritization of tickets in the first level and second level  
- Investigation and resolution of malfunctions using known standard solutions  
- Forwarding of topics to the downstream support units  
- Editing of user systems and permissions in Active Directory  
  
You should bring the following with you:  
- You have completed IT vocational training, e.g. as an IT specialist (f/m/d) system integration or have experience in user support and are a career changer  
- You are familiar with the use of remote tools and ticket tools  
- You bring with you the willingness for continuous further training, in which we are happy to support and encourage you  
- You have very good knowledge of the common operating systems  
  
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  
  
Contact details for job advertisement  
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