4070 6675 IT Service-Techniker (m/w/d) Roles to be filled in Bonn or Berlin at the customer's site and in Mainz remotely  
  
Dell Technologies customers trust our products and services to drive progress. That is why we attach great importance to the service we provide. Service delivery is all about ensuring our technical solutions help customers meet their priorities, challenges and initiatives. As trusted advisors, we gain a comprehensive view of what each client is trying to achieve. Then we make sure that we deliver on all our promises with the services we provide. We also work closely with colleagues from sales and global  
 Services together to develop strategic growth plans with customers in mind and to identify and pursue sales opportunities.  
  
Join our team as an IT service technician (m/f/d) and be on site with one of our customers at a federal authority in Bonn or Berlin and remotely in Mainz. Here you will find an environment where you can achieve your best results and make a meaningful contribution to society.  
  
## What you achieve with us  
  
As an IT service technician (m/f/d) you are responsible for processing and solving general service requests, IT workstation user problems and for carrying out remote administration on the IT workstations of the authority user.  
  
## Your other responsibilities include  
  
- Receiving inquiries via telephone, email, fax and paper-based documents  
- Processing incoming tickets, like that  
 Classify, categorize and if necessary. the transfer to the  
 responsible support units (2nd and 3rd level support)  
- Complete recording of all incoming inquiries in the ticket system and independent, comprehensive analysis and solution, as far as possible  
- If necessary, escalation of service requests as well as maintenance and updates of the Configuration Management Data Base (CMDB)  
  
Take the first step towards your dream career  
 Everyone at Dell Technologies has unique individual skills. For this role you should bring the following:  
  
## Necessary requirements  
  
- Experience in the areas of 1st/2nd level support, ideally in the service area  
- A high comprehension and solution-oriented way of thinking as well as the ability to work independently  
- Experienced in dealing with technical instructions and procedural instructions  
- Fluent knowledge of German and the willingness to work on site at the customer  
  
## Desirable prerequisites  
  
- Experiences in the official environment  
- MS Office, MAC & Linux OS knowledge  
  
## Here is our story; now tell us yours  
  
Dell Technologies helps businesses and individuals create a better digital future. Our company consists of more than 150,000 employees working in over 180 locations around the world. We pride ourselves on being a diverse and inclusive team and have an unending passion for our mission to advance human progress.  
  
The most important thing for us is that you are respected, feel like you can be yourself and have the opportunity to do the best work of your life - and still have a life. We offer great benefits, bonus programs, flexible working arrangements, a variety of professional development opportunities, employee resource groups and much more.  
  
We started with computers, but we didn't stop there. With the most innovative technology and service portfolio for the data age, we help our customers move into the future with multi-cloud, AI and machine learning. Join us and be part of the future of technology that starts today.  
  
You can also learn more about us by reading our latest Diversity & Inclusion report and our plan to make the world a better place by 2030 here.  
  
Dell is committed to providing equal employment opportunities for all employees and providing employees with a work environment free from discrimination and harassment. All hiring decisions at Dell are based on business needs, job requirements and individual qualifications, regardless of race, color, religion or belief, national, social or ethnic origin, gender (including pregnancy), age, physical, mental or sensory disability, HIV -Status, sexual orientation, gender identity and/or expression, marital status, civil union or domestic partnership, previous or current military service, medical F IT-System administrator/in None 2023-03-07 15:58:54.016000