4515 7120 IT-Supporter / 1st und 2nd Level Supporter (m/w/d) - very centrally located | long-term employer  
  
company profile  
Our customer is one of the largest non-profit organizations in Germany.  
  
area of ​​responsibility  
  
-You are responsible for error analysis and troubleshooting via remote access  
-You qualify fault acceptance by phone and e-mail for software and hardware problems in the service desk  
-You take over the control and monitoring of the tickets according to the service level agreements  
-You are jointly responsible for the prioritization, classification and documentation of disruptions in the ticket system  
-You take care of forwarding the tickets to downstream support units  
-Maintenance and documentation of the knowledge database  
  
requirement profile  
  
-You have completed vocational training as an IT specialist or have several years of professional experience in the IT sector  
-You have an affinity for IT, a quick grasp and enjoy documentation activities  
-You already have some experience in 1st or 2nd level support  
- Good knowledge of spoken and written German / knowledge of English is an advantage  
-You have a secure handling of current Microsoft products and standard hardware  
-Knowledge of using ticket and remote tools is desirable  
-You have a customer-friendly and service-oriented way of working, communication and team skills  
  
Compensation Package  
  
-An exciting and long-term assignment at a renowned IT company  
-Option of permanent takeover to the customer company  
-Subsidy for company pension scheme  
-Attractive staff discounts  
-A personal contact person Service technician - IT None 2023-03-07 15:59:48.707000