Germany | Frankfurt am Main

Student Help Technical Support*

Testing, QA & Customer Care | Students | Temporary | Part-Time

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Level up!

Nintendo aims to deliver unique, intuitive entertainment experiences for everyone, manufacturing and marketing video game devices such as the Nintendo Switch™ family of systems, developing and operating applications for smart devices, and collaborating with partners on a range of other entertainment initiatives like visual content and theme parks.

At Nintendo, we bring together employees with a wide range of characteristics and work together towards a common goal – to put smiles on the faces of people all over the world.

Tasks

Assisting the Technical IT Infrastructure and Networking support

Maintaining and improving the Active Directory user database

Improving user management processes in collaboration with IT and HR department

Checking new test software and monitoring repair network situation

Giving support to service providers for technical issues

Monitoring connectivity and security on Nintendo hardware located in repair centres

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Bachelor or Master student in the field of IT, engineering, network, computer science or similar

Very good MS Office skills (especially Excel)

First experience in IT infrastructure and network systems

Knowledge about JIRA ticketing system would be a plus

Very good spoken and written English language skills; another European language would be a plus

Team-worker with excellent communication and interpersonal skills as well as customer orientation

Are you interested? We look forward to receiving your application, including your earliest possible starting date and salary expectation.

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* With this job advertisement, we would like to encourage people of all genders to apply. Therefore, we refrain from explicitly mentioning any gender. Our company is opposed to gender-based discrimination, as well as discrimination based on other legally protected characteristics.