



We are looking for a colleague to strengthen our In-House It-Support department. You will be the first contact person for all technical questions of our employees and provide First Level Support in order to solve their demands. Furthermore, you will ensure a functioning work environment within the Active Directory domain and ideally solve incidents on second level basis. In this position you will also have the opportunity to work on topics from the area of system and network administration.

IT-Support/Helpdesk (m/f)

Your Responsibilities and Duties

Helpdesk & Support

- Application support for employees (In-House, via phone, via remote maintenance), particularly Microsoft Windows 7/10 and Microsoft Office 2010/2013 as well as Skype for Business
- Processing user requests in the existing ticket system
- Implementation of software installations
- Support of mobile devices (iOS, Android, Tablets)
- Procurement of Hardware and Software components

System and Network Administration

- Installation, configuration and administration of Microsoft-Windows Client operating systems
- Microsoft Active Directory, Setup and maintenance of user accounts, allocation of user rights
- Provision and cabling of IT infrastructure components
- Process documentation and maintenance of internal documentation
- Cooperation with external service partners

Your Skills and Qualifications

- Completed professional training in the IT area (e.g. IT specialist or similar)
- At least three years of IT support experience
- Very good knowledge of network operation of Microsoft Windows-Clients (Desktop/Laptop)
- Knowledge in the field of Microsoft Windows Server 2008R2 / 2012R2
- Profound knowledge in the field of networks (IPv4)
- Experience in virtualization with Hyper-V or VMWare of advantage
- A service orientated approach when it comes to interacting with our employees as well as good knowledge of German and English

What We Do Offer

- A permanent employment with attractive salary, social benefits such as pension allowance and a performance-based bonus as well as numerous team events
- A diversified and challenging field of responsibility, the opportunity to bring in your own ideas as well as an excellent work atmosphere in Munich/from summer 2018 on in Haar near Munich
- Flat hierarchies and flexible working hours within a high professional team

If you like to work solution-oriented and you do think you can enrich our team with the relevant skills, we are looking forward to your application. Please send us a cover letter including your salary expectation along with your complete CV and copies of your degrees by using our [Online-Formular](#).