



IT-Onsite Support Service

Workplace: 061331, Bucharest

Apply online!

What to expect:

- As an IT Onsite Supporter (m/f/d), you will analyze and resolve malfunctions on first- and second-level support (workstation systems, printers, telephony, etc.). You are onsite contact person for the implementation of the operational requirements for your own location and ensure local user satisfaction.

This includes the following tasks:

- You will ensure IT operations at the site in accordance with the agreed SLA's
- The recording and processing of faults and user requests in a global ITIL-based ticket system is managed by you
- You instruct and advise users
- Windows client installations and configurations are your responsibility
- You will be responsible for analyzing and eliminating of software and hardware malfunctions
- In case of problems with the presentation technology you support with advice and deeds
- You will support the specialist departments (Server, network etc.) with onsite activities

What you bring along:

- You have completed a training as an IT systems assistant, IT specialist for system integration, a comparable qualification or you are a career changer with IT knowledge. Furthermore you can identify yourself with the following points:
- You have good hardware and software knowledge
- You have a solid basic knowledge of modern IT systems as well as knowledge of the current Windows
- Operating systems and Microsoft applications
- First experiences in onsite support and in the implementation of IT projects are desirable
- You have a good skills of German and English
- A high level of communication and teamwork skills as well as a distinctive comprehension and problem-solving skills are among your strengths
- Reliability and a pronounced hands-on mentality and a strong customer orientation make you stand out

- Asset Management - you maintain the hardware database and are responsible for the organization/administration of IT equipment
- Creation and maintenance of documentation
- You will identify weak points in processes and workflows and participate in the development of improvement measures

At Bertrandt, we offer you a pleasant working atmosphere and varied work in exciting projects, as well as an environment in which you can play an active role.

We attach great importance to intensive training, positive interaction and many opportunities for networking - and all this also remote!

Would you like to become part of our team? Then we look forward to receiving your meaningful application!

What we offer:



Program flexibil de
lucru



Evenimente interne



Pachet salarial
motivant



Muncă în echipă



Contact:

Ioana Florentina Manea
Tel.: +40 760 658 780
www.bertrandt.com/en/career

Share:

