

<https://www.tekom-gmbh.de/jobs/ek1790-senior-it-support-engineer-m-f-d>

EK1790: Senior IT-Support Engineer (m/f/d)

Beschreibung

Our customer is a joint venture company established by two global players, operating to provide their country businesses with the logistics services they need. The scope of our customer spans the design, implementation and operations of distribution centers, transportation services, reverse logistics and sustainability solutions among others.

We are looking for a Senior IT-Support Engineer (m/f/d) to be part of our customers team for onsite IT support. Focused on the incident and service requests from employees as the first level support and second level support when required.

Zuständigkeiten / Hauptaufgaben

You will report directly to Head of IT UK + Europe and report indirectly to the Head of Country you are responsible for:

- Responsible from deployment of changes/projects performed by Global IT
- Works co-operatively with Global IT
- Supports Systems & Network Infrastructure for related impact area
- Monitors Active Network Devices and communications, gets proactive role to alert Product Owners
- Provides end-user support (laptops, printers, hand-held terminals)
- Supports Process Experts for training end-users on SW applications
- Supports WMS and TMS in L1 requests
- Demands for systems/services improvements to Global IT
- Defines requirements for IT equipment/s for purchasing . Prepares Request for proposal document / technical specs
- Coordinating local IT HW&SW purchasing with 3rd parties and local vendors
- Manage the IT equipment inventory
- Register, report, and coordinate IT Change Requests in cooperation with the European IT Team
- Prepare required operational reports (e.g., data queries and analysis on WMS)

Qualifikationen / Anforderungen

- A vocational IT college degree as a minimum
- Minimum 3 years of experience
- Excellent command of English
- Proficient in MS Office applications
- Experience as an IT Support Associate in a 100+ user equipment
- In depth knowledge of computer HW&SW and networks infrastructure
- Ability to determine IT needs and train end-users
- Experience in documenting processes and monitoring performance metrics
- Hands on SQL and PowerBI design experience and scripting is plus
- Exceptional interpersonal and communication

Kontakte

Interested? Then make sure to send us your application:

Referenz-Nr.

EK1790

Arbeitspensum

Vollzeit

Start Anstellung

asap

Arbeitsort

Berlin

Veröffentlichungsdatum

10. Januar 2022

Arbeitgeber

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We are very much looking forward to hearing from you!