



As a global technology group, we offer our employees more. More development opportunities in over 40 market segments. More motivation, because our 50,000 employees in around 60 countries take on current challenges at their own responsibility. Our constructive working environment helps you and your skills continuously to develop.



## IT - HELPDESK SPECIALIST

### Responsibilities :

- Provide first or second-level support for all users with hardware, software and application issues.
- Ask customer targeted open-ended questions to quickly understand the root of the problem
- Maintain inventory of all equipment, software and software licenses
- Assist with onboarding of new users
- Install, test and configure new workstations, peripheral equipment and software
- Document all implemented solutions
- Properly escalate unresolved issues to appropriate internal teams
- Offer remote support to allocated users
- Manage users and rights in Active Directory
- Provide prompt and accurate feedback to customers

### Requirements:

- Bachelor in IT is preferred
- Minimal experience in a similar position
- Good understanding of computer systems and networking
- Very good knowledge of Windows 7,8 or 10
- Basic knowledge of Remote Access Systems/VPN
- Knowledge of ITIL core concepts
- We will consider as advantage the knowledge of Office 365 End-User Support, Intune or other MDM User Support, VPN/Proxy knowledge (Zscaler), WIFI Basics and Nagios Monitoring
- Fluent in English, German can be an advantage
- Excellent problem-solving and communication skills
- Highly self-motivated

### Benefits:

- Opportunity to work in a young and dynamic environment within a friendly and enthusiastic team
- Professional growth opportunities that recognize individual contributions and performance
- Attractive compensation package
- An attractive, modern workplace
- An open and friendly working environment

**If you enjoy collaborating and helping others, while improving technology processes, systems, and performance, then this is the moment to join Freudenberg and become part of a great team!**