

# CAREER CHANGER FOR IT SUPPORT 1ST AND 2ND LEVEL (M/F/X)



ARTS

With a high level of motivation and the best expertise available, the employees of ARTS work on a daily basis to realise the vision of our customers. More than 500 ARTS employees at 25 international locations define the future of technology today, working actively alongside internationally active high-tech companies. Together with ARTS you too can make your career a calling.

Do you have a strong interest in IT and computer technology? Are you open to new challenges and are you motivated and willing to learn new things? Then we are looking for you as a new **IT Employee, 1st and 2nd level support** for our customer in **Hamburg**, also as a career changer.

## Task description

- Troubleshooting and support for desktop PCs and notebook workstations
- Prioritization and resolution of incoming IT disruptions
- Recording and processing of tickets with subsequent documentation
- Administration of user and access rights
- Configuration of desktop PCs, notebooks, telephones, tablets and peripherals
- Installation of Windows 7, 8 and 10

## Requirements

- Completed training in the technical field, e.g. as a technician, electronics technician or similar is desirable.
- First professional experience in IT support and in handling a ticket system is desirable.
- Good knowledge of installation and configuration of hardware and software
- Experienced expertise in standard operating systems (Windows 7, 8 and/or 10) and MS Office products
- Very good knowledge of German and English
- IT enthusiastic team player

## Our Services

- Exciting tasks in an innovative working environment
- Modern workplace
- Above-average and performance-related pay
- Over-tariff surcharges and allowances
- Open and friendly working atmosphere

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### YOUR CONTACT

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### APPLY NOW



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