

IT Service Specialist (f/m/d)

What do we do and who fits to us:

You believe that providing the best service for your customers is key?

You have experience with the ITIL framework and processes?

You like to have fun while doing your work?

You would like to have an opportunity to grow with a company?

If your answers to those questions are YES, join us!

GREEN IT is a young and growing Munich IT Service provider that focusses on best-in-class service design, service transition and service operations for our customers.

We are currently in the middle of transitioning our company to provide even better services to our customers. To help our transition into GREEN IT's future, we are looking for **IT Service specialist(s)** who understand the importance of taking ownership of our customers' incidents, requests and changes.

This is what you will do:

As an IT Service Specialist at GREEN IT GmbH, you will play a crucial role in ensuring the smooth operation of the services we provide to our clients. You will provide technical support, troubleshoot hardware and software issues, and assist end-users with their IT service-related inquiries. Your expertise and commitment to excellence will contribute to our clients' success and satisfaction.

1. **Technical Support:** Provide timely and effective technical support to end-users via phone, email, in-person or remote. Diagnose and resolve hardware, software, and network issues.
2. **Troubleshooting:** Investigate and troubleshoot IT problems, both hardware and software-related. Utilize diagnostic tools and techniques to identify and resolve issues promptly.
3. **Customer Service:** Deliver exceptional customer service by addressing end-users' IT inquiries, concerns, and requests professionally and courteously.
4. **Hardware and Software Maintenance:** Perform regular maintenance and updates on hardware, software, and systems to ensure optimal performance and security.
5. **Documentation:** Maintain accurate records of IT support requests, solutions, and system configurations. Document IT procedures and best practices for future reference.
6. **User Training:** Conduct user training sessions to enhance end-users' IT skills and ensure they are utilizing technology effectively.
7. **Security:** Assist in implementing and enforcing IT security policies and protocols to protect sensitive data and maintain system integrity.
8. **Collaboration:** Collaborate with the IT team and other departments to identify and implement improvements in IT processes and systems.

Arbeitgeber

GREEN IT GmbH

Referenznummer

9045

Arbeitszeitmodell

Vollzeit

Start Anstellung

Ab sofort

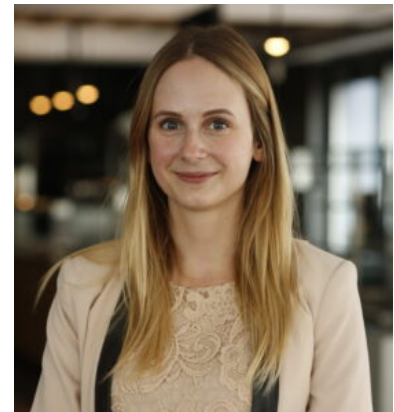
Branche

IT

Arbeitsort

München, Deutschland

Kontakte



Lara Masur

lara.masur@vispiron.de

9. **Remote Support:** Provide remote IT support as needed to clients who may be geographically dispersed.

What you will bring:

- Bachelor's degree in computer science, Information Technology, or related field (or equivalent experience)
- Proven experience in providing IT support and troubleshooting in a professional environment
- Proficiency in diagnosing and resolving hardware and software issues
- A process-oriented mindset
- Strong customer service and communication skills in German and English
- Knowledge of IT security best practices
- Familiarity with a variety of operating systems, software applications, and hardware components
- IT certifications (e.g., ITIL Foundations or better, CompTIA A+, Microsoft Certified IT Professional) are a plus
- Ability to work independently and as part of a team
- Strong problem-solving and analytical skills

What we'll offer:

- An opportunity to shape the future of our company and to build out our product portfolio
- Personal growth plans including regular employee appraisals
- Tax-free subsidies up to 60€ per month
- Fantastic colleagues and regular team events
- Fresh fruit and free drinks in the office
- The possibility to charge your electric car for free at our office