



## PR/087016 | IT Support Engineer(f / m / d)

### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントドイツ

#### 求人ID

1549781

#### 業種

ITコンサルティング

#### 雇用形態

正社員

#### 勤務地

ドイツ

#### 給与

経験考慮の上、応相談

#### 更新日

2025年07月08日 17:33

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### COMPANY OVERVIEW

A leading Japanese IT solutions provider based in Düsseldorf, Germany. It offers a wide range of services including network services, cloud solutions, and system integration (SI). The company is a member of a major Japanese IT group founded in 1992 as Japan's first Internet Service Provider (ISP). Leveraging its technical expertise, the company has expanded into a business that provides comprehensive IT solutions globally.

#### JOB RESPONSIBILITIES

As an IT Support Engineer, you will support the Japanese client's based in Frankfurt with Windows environment. The main responsibility of this position is to provide trouble support from users regarding Active Directory and PCs.

Specifically,

- PC help desk (remote support, on-site support), Windows Server, M365 support, PC Setup, PC Migration.
- Network Design/Operation : Cisco router/switch, Cisco Meraki AP, HPE Switch, FortiGate, Cato socket.
- Troubleshooting.
- Depending on the operation case, there may be on-site support at the customer's site (about 2-3 days a week)
- Depending on the project, there may be some work on weekends.

### Future Career

You will first gain solid experience as a member of the support team. After that, you can eventually take on a role as a leader of the support team. In addition, if you are interested in working on projects that have deadlines in other businesses while providing support, you can join our support team.

### JOB REQUIREMENTS

COMPETENCY ("Must") \*Must meet all of the following requirements

- 3+ years of user support experience in IT industry or internal IT
- Experience with the following technologies (PC Helpdesk (remote and on-site support), Windows Server, M365 support, PC setup, PC migration, Network design/operation: Cisco routers/switches, Cisco Meraki AP, HPE switches, FortiGate, Cato sockets, etc.)
- Business level English proficiency
- Business level Japanese or German language skills

### BENEFITS

- Full-time / Permanent employment
- Working hours: 9:00 to 17:30, with one hour lunch break, 37.5 hours per week
- Paid leave: 25days
- Location: Frankfurt (remote work possible / on-site twice a week for customer support)

Apply online or feel free to contact me directly for more information about this opportunity.

#LI-JACDE

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会社説明