OLBRICH GmbH is nationally and internationally active as machine and plant engineering company with more than 900 employees. We are a system provider for machines and lines for the production of web-shaped products such as wallpaper, floor coverings, films/foils and technical textiles.

For the reinforcement of our team we are looking for an

IT ADMINISTRATOR – 1ST LEVEL SUPPORT (m/f/d)

who can join us as soon as possible.

Your Tasks

- Central IT 1st level support in the Olbrich corporate group
- Handling of malfunctions and service requests in the field of hardware and software (ticket system, telephone, e-mail)
- Analysis and processing of incoming tickets
- Troubleshooting within the scope of 1st level support
- Process controlled administrative tasks, e.g. processing of tickets for the entry/exit of employees, user administration, file recovery
- Complete documentation of the tickets
- Documentation of solutions in the knowledge database
- Forwarding of the processes with corresponding pre-qualification to the subsequent 2nd level support
- Computer installation (configuration via KACE in 2nd level support)

Your Profile

- Successfully completed training as an IT specialist in system integration, IT business management or a comparable degree with high IT affinity
- Good knowledge of the Windows Client operating systems as well as secure general knowledge of network technology
- Good knowledge in the use of the MS Office package
- Basic knowledge in the fields of networks, Windows servers as well as Microsoft Exchange are advantageous
- Independent way of working, self-responsible and conscientious acting
- Strong communication skills, good German and English skills
- Ability to work in a team

You can expect a diversified and interesting range of tasks offering you a large variety of design and development possibilities. We look forward to receiving your informative application documents stating your salary expectations and the earliest date you could start.

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