



PR/086885 | IT Support Engineer(f / m / d)

## Job Information

### Recruiter

[JAC Recruitment Germany](#)

### Job ID

1521249

### Industry

Other (Manufacturing)

### Job Type

Permanent Full-time

### Location

Germany

### Salary

Negotiable, based on experience

### Refreshed

April 18th, 2025 01:00

## General Requirements

### Minimum Experience Level

Over 3 years

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Business Level

### Minimum Education Level

Associate Degree/Diploma

### Visa Status

No permission to work in Japan required

## Job Description

### COMPANY OVERVIEW

A wholly owned subsidiary of a major Japanese general trading company and a global integrated business enterprise, founded on June 28, 1955 and headquartered in Düsseldorf, Germany. It provides value-added services in a variety of fields, including environmental business, energy, machinery, infrastructure, and power generation. The company offers efficient distribution services, project financing, joint venture partnerships, and coordination of large-scale projects from research to market development.

### JOB RESPONSIBILITIES

As an IT Support Engineer and a member of the internal IT team, you will be responsible for user support. Specific duties include,

- Day-to-day IT-related user support
- PC setup/kitting (Windows 11 will be introduced this summer)
- Mobile device management (iTunes, Mobileiron)
- Server and network management
- Network trouble shooting (Authentication via ISE or Aruba)
- Support HW (Printer), SW (Office, Google Chrome, OS upgrade)
- Respond to user requests (PDF editing software installation)
- Check paper jam of printers and solve problems (contact vendor and order technician)
- Troubleshooting when access points in the network could not be identified
- IT projects from head office (Windows 11 implementation, IT projects at Local, support for NIS2 work, backup availability, vendor management when installing printers, working with teams to prepare, etc.)
- DHCP, DNS network configuration and resetting
- VPN related (can be taught after joining the company/Pulse Secure)
- Troubleshooting Wi-fi related issues
- Mobile (knowledge of MDM and Mobileiron is preferred, but training is possible)

#### **Attractive points**

- We value teamwork as we work as a team rather than working alone.
- Although German employees are the most common for user support, there are also Japanese and other nationalities on the staff, allowing them to work in a global environment.
- In addition to the basic salary, Christmas bonus and bonuses based on individual performance are also available.

#### **JOB REQUIREMENTS**

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

- 3+ years of user support experience in IT industry or internal IT
- Basic network knowledge (switches, Wi-Fi, DNS, etc.)
- Knowledge of Windows environment (Active Directory, O365, etc.)
- Business level German
- Business level of English

[Preferred Requirement].

- Business level Japanese language skills

#### **BENEFITS**

- Fixed-term employment (2 years) / Full-time

However, after 2 years, there is a track record of hiring permanent employees.

- Working hours: 9:00-17:30, 1 hour lunch break, 37.5 hours per week

- Location: Dusseldorf

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

#LI-JACDE

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Company Description