



thyssenkrupp

engineering.tomorrow.together.

At thyssenkrupp we have more than 155,000 employees in nearly 80 countries and annual sales of €43 billion. We are active in automotive engineering, logistics, plant technology, steel production, elevator manufacturing and much more. We work in large and small businesses all around the world – but we always work together. We have over 200 years of experience in industry and the latest cutting-edge technology. We have a position that's right for you, that piques your interest, and that puts your skills to the test.

Junior IT Support Specialist with German

thyssenkrupp Group Services Gdańsk, Location: Gdańsk

Joining **thyssenkrupp IT Competence Center**, you will become a part of a team of dedicated professionals, who support and develop Global IT Applications and thyssenkrupp infrastructure worldwide. We promise to create an environment where each employee feels valued and our teams are driven by the group spirit. You will be equipped with all necessary tools, which will help you develop your full professional potential. You will be able to balance your private and professional life, staying in close contact with what really matters to you.

Your responsibilities

As part of our Team you will be responsible for:

- User Support in various SAP systems and web-based applications
- Receiving and responding to submitted support tickets, incoming calls, and e-mails regarding application problems
- Investigation on troubleshooting of problems in production systems
- Identification, failure analysis and problem solving by phone or email
- Incident recording in a ticket system
- Handling of web-based Application-related specific questions
- Processing of Incidents to other support groups
- User management in various systems
- Establishment of a FAQ for users

What we offer you

At thyssenkrupp you will be able to broaden your horizon – thanks to an „open door” culture, an international team and a wide range of individual training courses. You will participate in the transformation of global SAP system landscapes using your expertise to support implementation and maintenance of new and legacy systems. Opportunity to interact with customers, learn and use new SAP products and technologies will be essential to your professional growth and career development.

A collaborative approach and treating each other with respect have been central to what we do for more than 200 years. If that is as important to you as it is to us, then apply now!

We offer a relocation package, as well as SAP Trainings and Certifications!

Contact

thyssenkrupp Group Services Gdańsk Sp. z o.o.
Human Resources Department
al.Grunwaldzka 472 D, 80-309 Gdańsk
Telephone: +48 58 783 60 00
Email: career.pl@thyssenkrupp.com

We value diversity and therefore welcome all applications, irrespective of gender, nationality, ethnic and social background, religion and beliefs, disability, age, or sexual orientation and identity.

Your profile

- Fluent written and spoken German, English on a communicative level
- Minimum Bachelor's/Master's Degree
- Experience and sensitivity to an international work environment and teams

Would be an asset

- Experience in Incident / Problem Management
- ITIL v3 certificate
- Work experience within SAP systems and web-based applications in the 1st, 2nd level support