



thyssenkrupp

engineering.tomorrow.together.

At thyssenkrupp we have more than 160,000 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.

IT Support Specialist with German

thyssenkrupp Group Services Gdańsk, Location: Gdańsk

thyssenkrupp Group Services Gdańsk is a **global competence and development center** delivering business processes for thyssenkrupp companies around the world. We are the Global Shared Service center of thyssenkrupp – one of the largest GSS centers in Tri-City. Our global support team provides comprehensive knowledge in infrastructure to all thyssenkrupp employees around the world. Within our team we're focused on development and take part in many interesting projects across the whole IT department.

As part of our Team you will be responsible for:

- Serving as L1 Support in our Global Support Team for infrastructure and/or application environment
- Serving as User Support in Desktop / Server Services
- Receiving and responding to submitted support tickets, incoming calls and e-mails regarding infrastructure problems
- Investigation on troubleshooting of problems in MS products
- Identification, failure analysis and problem solving via phone or email
- Incident recording and tracking in a ticketing tool
- Incidents processing to other support groups
- User management in various systems
- Establishing FAQ for users
- Creating and updating of knowledge base
- Taking part in interesting projects, like automation project

Your profile

- Fluent written and spoken German (min. B2), English on a communicative level (min. B1)
- Minimum Bachelor's Degree
- Ready to work in shifts (24/5)
- Willing to work in international environment and teams
- Experienced in working in international environment and teams
- Experienced in working in Service Desk team (whether L1 and/or L2 support)

Would be an asset

- MS Products basic knowledge (MS Office (Outlook, Teams, OneDrive), Windows 10, Active Directory)
- Hardware (Notebook, Desktop) basic knowledge
- Network (LAN/WAN) basic knowledge

What we offer you

- **Talent and development programs aimed at developing technical and soft skills:** access to online learning platforms, necessary tutorials with experienced colleagues from Germany, certified trainings provided by external specialists, foreign language classes, internal trainers, training programs,
- **Attractive working conditions and social benefits:** sports cards (MultiSport), funding of cultural and sports activities, Lux Med private medical care, relocation package, induction by a team of experienced professionals, co-financing of glasses, life insurance, MyBenefit platform, fresh fruit days, language allowances
- **"Open door" culture - work in international environment, friendly working atmosphere:** flexible working hours, hybrid work model, tk Volunteer team, Sports Team, sports activities funded by company

Contact

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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.