

To complete the existing ICT at EUMETSAT in Darmstadt, we are looking for a well experienced full-time User Support Engineer Consultancy.

User Support Engineer (BIT-01-486)

Your Tasks

- Install/configure/administrate desktop and notebook systems (hardware and operating system - MS Windows)
- Install/configure/administrate standard corporate office applications
- Maintain, administer and support remote access devices (e.g. iPhones, VPN tokens)
- Administer user accounts, manage user permissions
- Provide first and second level user and technical support, particularly in the area of standard desktop applications (Windows 7, MS Office, Visio, etc)
- Contribute to the preparation of IT Information (on the Intranet) and Training Material (including presentations / viewgraphs, demonstrations and online training) as well as provide coaching and training to IT Users
- Act as an interface between 1 st level support and the 2 nd level engineers responsible for the backend systems
- Provide support to upgrade and enhancement Projects
- Plan and perform roll-outs of new Software
- Provide support to VIP users
- Provide support for WebEx and Videoconferences

Your Profile

- Customer focus and service orientation as well as highly effective interpersonal skills in dealing with demanding customers under high workload
- Extensive knowledge of and experience in the installation, maintenance and troubleshooting of MS Windows 7, MS Office, Visio, MS Project and Internet Explorer
- Experience in the installation and maintenance of mobile computing solutions (e.g. VPN access, Notebooks, Remote Access, iPhones, WebEx)
- Extensive experience in end user support in general.
- Experience in performing user administration in MS Active Directory
- Knowledge of Outlook configuration and administration and troubleshooting in an MS exchange environment

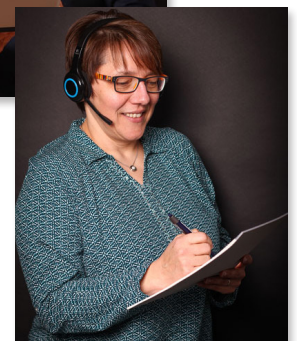
In addition, the following knowledge shall be considered an advantage:

- Experience in hardware installation, maintenance and troubleshooting (desktop PC, notebooks, network printers, scanners)
- Experience in a structured, ISO 9000 certified and/or ITIL based information technology service environment
- Professional certification as MCP Windows 7 or any other professional certifications (e.g. MCP – MS Office, etc).
- Experience in using software distribution systems (e.g. Novell ZENworks, MS SCCM)
- Experience in providing support for Document Management Software
- Experience in providing 1 st level support for SAP

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Our Offer

A pleasant working environment is waiting for you at EUMETSAT HQ in Darmstadt including modern working tools bundled with highly competitive salary.

You will be able to take on challenging tasks and responsibilities in a highly professional company.

- Great opportunities for training and personal development
- Challenges in advanced technical environments
- International and cosmopolitan working atmosphere
- Highly competitive salary

Please send your application by e-mail to jobs@bitworks.net More detailed information about this job are available at www.bitworks.net