



## TOGETHER FOR A BETTER TOMORROW

Implementing diverse projects in transition and developing countries and thus contributing to a „better tomorrow“ is our business. We, GOPA Consulting Group, are one of the leading consulting companies in the field of International Cooperation. For more than 50 years we are successfully implementing projects on behalf of national and international institutions, as for example the GIZ, KfW and EU. Topics are manifold and range, among others, from the improvement of education for the young, over measures of climate change adaptation to projects in health and infrastructure. GOPA Group Service GmbH is the internal service provider of GOPA Consulting Group. Our IT Services team ensures the availability, reliability, security and performance of the whole IT infrastructure for more than 1,800 users worldwide.

With us you will find more than a job:

### **IT Support Specialist (m/f/d) in the international development cooperation**

Bad Homburg (near Frankfurt am Main) / Full-time

### YOUR MISSION

- Be the first point of contact for any IT related queries and issues (by telephone, remote and on-site)
- Keep records and manage all requests in the ticketing system
- Provide first line support to our users by quick assessment of the nature and urgency of requests, resolving basic technical issues and routing more complex problems to the team responsible for resolution
- Diagnose issues ranging from environmental to software configuration, updates/bug fix and patches to ensure availability and stability
- Assist with user on- and off-boarding process (PC delivery and software installations)
- Manage access rights
- Support the IT workstations (hardware and software, MS Windows 10, Office 2016 and O365, SfB)
- Ensure all documentation is updated and maintained
- Assist with IT purchases (manage orders, delivery dates, complaints)
- Provide on-site IT support, if required; travelling to different locations in Germany and abroad

### YOUR PROFILE

- Relevant degree in IT or completed vocational training in the IT sector
- Experience in an IT customer support role
- Excellent understanding of Windows platforms, operation systems and servers

- Good knowledge of the operational and support aspects of computer systems, hardware, software and peripheral equipment including but not limited to: Microsoft Windows 10, Microsoft Office 2016, Microsoft Active Directory, SCCM, Microsoft Exchange, experience with GPO, Powershell and SharePoint is an asset
- Analytic thinking, ability to diagnose and troubleshoot problems
- A high level of personal commitment to task completion, with the ability to prioritize
- Great service orientation
- Good attention to details
- A good team player that uses opportunities for sharing knowledge and encourages others to be responsible for cooperation and open communication
- Very good German and English language skills and intercultural competence

### WHY US?

- High emphasis on Corporate Social Responsibility
- An international working environment in an exciting, not ordinary sector
- Supportive team spirit, colleagues who enjoy working together, mixing competence with the right amount of humour, and who are looking forward to having you in the team
- Short communication and decision making processes and a living “open doors” culture across all company levels
- The possibility to actively contribute to the future success of your department and develop yourself
- A reliable permanent position
- A wide range of benefits such as job ticket, job bike, gym membership support, VL, etc.

### READY TO WORK WITH US?

Please send us your application (cover letter including earliest starting date and salary expectation, CV, relevant certificates and reference letters).

### **GOPA Group Service GmbH**

Frau Eva Meszaros | Hindenburgring 18 | 61348 Bad Homburg