

Stellenangebot vom 18.07.2024

## (Junior) IT Client Support Technician (m/f/d)

Fachrichtung:                      Programmer: IT / Backend  
  / Client / Web  
Art der Beschäftigung:        Vollzeit  
Eintrittsdatum:                 ab sofort  
PLZ / Ort:                         France | Courbevoie  
Land:                               Frankreich

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### Firmendaten

Firma:                               **Nintendo of Europe SE**  
Straße & Hausnummer:        Goldsteinstraße 235  
PLZ / Ort:                         60528 Frankfurt am Main



### Ansprechpartner

Name:                               Katharina Znoj  
Position:                         Recruiter  
Straße & Hausnummer:        Goldsteinstraße 235  
PLZ / Ort:                         60528 Frankfurt am Main

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### Job-Beschreibung

#### Level up!

Nintendo aims to deliver unique, intuitive entertainment experiences for everyone, manufacturing and marketing video game devices such as the Nintendo Switch™ family of systems, developing and operating applications for smart devices, and collaborating with partners on a range of other entertainment initiatives like visual content and theme parks.

At Nintendo, we bring together employees with a wide range of characteristics and work together towards a common goal – to put smiles on the faces of people all over the world.

#### Tasks

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Quinke Networks GmbH  
Bei den Mühlen 70  
D-20457 Hamburg

- First-level user support: responding to user requests by tickets, telephone, email, MS Teams and/ or in-person
- Troubleshooting with users in compliance with service requirements and existing procedures
- Daily operation of IT production (backup, system monitoring)
- IT assets management (software update, workstation configuration, Proxy, etc.)
- Preparing workstations (unpacking, imaging, configuration, upgrade, etc.)
- Managing technical incidents with manufacturers (standard exchange, replacement of defective parts, etc.)
- Supporting network (patch, cabling, installation of switches, Wifi...) and configuring smartphones

## Requirements

- Trained to Bac +2 level, beginner or with a first successful experience in an IT department
- Knowledge of the general operation of computer systems and workstations (MS Windows 11, Office 365, Exchange/Outlook, WSUS...) and remote support tools
- Knowledge of an IT infrastructure (AD, Exchange, TCP-IP,..)
- Service-minded and customer-oriented
- Ready to integrate into a team with a good ability to adapt and be autonomous
- Respectful of existing guidelines, procedures and hierarchy
- Professional English level

Are you interested? We look forward to receiving your application, including your earliest possible starting date and salary expectation.

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