Games-Career

we make games!

Joboffer dated from 07/18/2024

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

Field:	Programmer: IT / Backend / Client / Web
Type of employment:	Full-time
Entry date:	immediately
Zip Code / Place:	France	Courbevoie
Country:	France

Company data

Company:	**Nintendo of Europe SE**
Street adress:	Goldsteinstraße 235
Zip Code / Place:	60528 Frankfurt am Main

Nintendo®

Contact Person

Name:	Katharina Znoj
Position:	Recruiter
Street adress:	Goldsteinstraße 235
Zip Code / Place:	60528 Frankfurt am Main

Job description

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

- 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

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

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