

Service technicians / specialists (m/w/d)

Our client is the leading system house for corporate communication and digitization in the German market with currently around 500 employees. Their success is based on the solidarity of their teams as well as their cooperatively thinking and acting.

Their implement customer-specific solutions using technologies from the world's leading UC and IT providers as well as a professional service portfolio. In order to provide the growth, we are looking for a Service technicians / specialist.

Job location: Germany

Job description:

- Design, commissioning, maintenance and troubleshooting of IT and telecommunications systems and their applications
- Autonomous and independent handling of projects and tasks
- Regular training and further education in system and applications
- Instruction of the customers in the systems
- Creation and maintenance of technical documentation in the context of the work tasks
- Recognition of additional marketing opportunities at the customer and distribution to the sales department
- Participation in the on-call service

Requirements:

- Degree as technician or vocational training in IT / TC or equivalent
- Extensive experience with Unify OpenScape Voice / OpenScape 4000 / UC
- Good knowledge of communication systems, soft PBX systems, voice & UC applications
- Good knowledge of LAN, WAN, VoIP, secure handling of the operating systems Microsoft and Linux
- Experience in networking, routing and common protocols related to voice services
- Knowledge of networking, DECT, SIP devices
- Experience with applications such as CTI, UC solutions (Xphone, ESTOS), Call Center (OSCC) is an advantage
- Certifications of the manufacturer Unify and others beneficial
- Analytical skills, high self-motivation, distinct service concept, hands on mentality
- High quality and responsibility, solution-oriented work
- Team orientation as well as communication and organizational strength
- Safe and binding appearance in dealing with the customer as well as a strong service orientation
- Very Good English knowledge in spoken and written
- Secure PC knowledge (Microsoft Office), willingness to travel and driving license class B

If you are interested in this challenging role, we welcome your application with detailed CV to application@irp-recruitment.com.

Contact person

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