



ICT Supporter

Are you looking for a varied role with technical depth? A position that challenges you and the IT infrastructure? A location that is expanding rapidly and relies on the latest technology? Then you've come to the right place!

Bell Schweiz AG
Dünnerstrasse 31
4702 Oensingen

Contract type
Workload
Start of employment
Language

Permanent
100%
as of now
German

Do you have any questions?



Pietro Calvagna
Talent Acquisition Specialist
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Apply online



You can find all the details online as well as the opportunity to apply directly.

Your tasks

- Installation, maintenance and support of workstation systems, mobile devices, servers, network and communication components as well as associated software and interfaces
- Implementation of installation and configuration specifications (e.g. directory structures, user interfaces, menu systems)
- Analysis, containment and rectification of hardware/software, network and communication faults incl. escalation management
- Consulting and support for users with IT issues, system procurements and the design and implementation of solutions
- Coordination and support of the IT team. Escalation management
- Advice and support for users on IT issues, procurement, system launches and the design and implementation of solutions
- Coordination and management of external service providers, suppliers and support partners
- Securing a stable IT infrastructure incl. Availability monitoring and maintenance of inventory, documentation and operating manuals
- Development of simple scripts and tools for automation and to support daily work on workstations and mobile devices
- Processing of interface and conversion problems as well as evaluation of standard and individual software
- Documentation of incidents, changes and system statuses in the ticket system incl. outage and processing logs
- Documentation of incidents, changes and system statuses in the ticket system incl. Failure and processing logs
- Cooperation in IT projects and coordination between users and internal IT departments
- Execution of planned system work as part of early/late shifts and maintenance windows
- Participation in the 7x24 on-call service on a rotational basis

We can only consider applicants who are authorised to work in Switzerland (EU/EFTA). We only consider direct applications.

What you bring with you

- Completed IT training or experience as an ICT supporter
- Multiple years of experience in IT - knowing what matters
- In-depth knowledge of Windows operating systems and MS Office
- Good hardware and network knowledge
- Very good knowledge of German, English is a plus
- Team player mentality, analytical way of working and personal responsibility
- Technical flair as well as a solution-oriented way of thinking
- Located no more than 45 minutes from Oensingen and driving license available

What we offer



Work-life balance

With us you benefit from at least 25 vacation days. We use an electronic time capture system so that you can reward your overtime with additional days off.



Catering

Culinary delights are very important to us: freshly prepared food in our staff restaurant, a lunch menu including soup and salad, water & tea and free fruit as well as high-quality products at greatly reduced prices await you in our outlet.



Mobility

Benefit from our contribution to environmentally friendly mobility, convenient public transport connections and a free SBB GA travelcard!



Professional development opportunities

Expand your knowledge with extensive training programmes, high-quality courses at the Coop Training Centre and a wide range of personal development opportunities.