

# Helpdesk M/F/I\* (80%) 6-month fixed-term contract

Eisberg SA is one of Switzerland's leading manufacturers of 4th range products: salads, fruit and vegetables ready to be cooked and eaten. True to our motto "Colour Your Life", our more than 800 employees produce up to 60 tonnes of fresh food products every day with passion and commitment at our sites in Dällikon, Dänikon and Essert-sous-Champvent. Eisberg is proud to be part of the internationally renowned Eisberg Group, which is regarded as the number one producer of ready-to-eat salads in Central Europe. The Eisberg Group operates its own state-of-the-art production facilities in Switzerland and Austria. As a member of the Bell Food Group, which brings together the renowned Bell, Hilcona, Eisberg and Hügli brands, we strive to set the highest quality standards and excite the taste buds of our customers. In order to temporarily replace a member of our tribe, we are looking for a reliable and independent individual to join our IT team at our Essert site as:

**Eisberg AG**  
Chemin des Serres 4  
1443 Essert-sous-Champvent

**Contract type** Temporary  
**Workload** 80%  
**Start of employment** 17.12.2025  
**Language** French  
**Working time model** Day shift

## Do you have any questions?



**Claudia Duarte Amaral**  
HR Business Partner  
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## Apply online



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

## Your tasks

- Provide user support for Microsoft tools (Teams, SharePoint, Office 365, etc.)
- Installing, configuring and troubleshooting IT equipment (workstations, printers, peripherals) in both office and production environments
- Managing and maintaining the Active Directory (creating accounts, managing access rights, security groups)
- Carry out basic network tasks: install patch cables, configure VLANs and set up network equipment
- Registering and managing IT assets in ServiceNow (inventory, lifecycle monitoring)
- Create and manage incident tickets, and escalate complex requests to higher levels if necessary

## What you bring with you

- IT training (CFC in computer science, Bachelor's degree or equivalent recognised in Switzerland)
- Proficiency in the Microsoft environment (Windows 11, Office 365, Active Directory)
- Basic knowledge of networks: TCP/IP, DHCP, DNS, VLAN
- Experience with ticketing tools (ServiceNow would be an asset)
- Ability to diagnose and resolve hardware and software problems
- 5 years' proven professional experience in the field
- Dynamic, proactive, collaborative and autonomous
- Sense of priorities and flexibility
- Structured and solution/customer-oriented personality
- Attention to detail / reliability
- Good teamwork skills
- Focused, practice-oriented work
- Good command of the French language
- Good knowledge of English or German would be an asset

## What we offer



### Catering

Culinary delights are very important to us: Freshly prepared salads, soups, tea and fruit are available to our employees free of charge. You can also take home products from the staff shelf every day.

### Benefits & discounts

You benefit from the Coop staff discount card with a wide range of discounts in retail outlets, speciality shops and supermarkets as well as other attractive services, such as insurance.