



ICT Support Specialist

Are you looking for a varied role with technical depth? A position that challenges both 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 Permanent
Workload 100%
Start of employment as of now
Language German
Working time model Hybrid working time after coordination

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 communications components, as well as associated software and interfaces
- Implementation of installation and configuration specifications (e.g. directory structures, user interfaces, menu systems)
- Analysis, diagnosis and resolution of faults in hardware, software, networks and communications, including escalation management
- Advising and supporting users with IT enquiries, Procurement, system roll-outs, and the design and implementation of solutions
- Coordination and management of external service providers, suppliers and support partners
- Ensuring a stable IT infrastructure, including monitoring availability and maintaining inventory, documentation and operating manuals
- Development of simple scripts and tools for automation and to support day-to-day work on desktop and mobile devices
- Resolving interface and conversion issues, and evaluating standard and bespoke software
- Documenting incidents, changes and system statuses in the ticketing system, including outage and processing logs
- Collaboration on IT projects and coordination between users and internal IT departments
- Carrying out scheduled system maintenance during early/late shifts and maintenance windows
- Taking part in the 7x24 on-call rota

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 support technician
- Several years' experience in IT – knowing what matters
- In-depth knowledge of Windows operating systems and MS Office
- Good knowledge of hardware and networks
- Very good command of German; knowledge of English is an advantage
- A team-oriented approach, analytical working style and a sense of personal responsibility
- Technical aptitude and a solution-oriented mindset
- Residence no more than 45 minutes' journey from Oensingen and a valid driving licence

What we offer



Work-life balance

A healthy work-life balance is important to us. You benefit from at least 25 vacation days as well as transparent electronic time tracking. This allows you to flexibly compensate any overtime with additional time 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.