

As part of the DTS Group, DTS CLOUD SECURITY MonEPE supports customers, as an established IT service provider, in the focus areas data center, technology and security. With our two own certified German data centers and over 400 employees at 14 locations in Germany and Greece, we offer customers versatile, innovative and hybrid solutions. Flat hierarchies, friendly atmosphere, sustainable personnel development and an open-door culture - that's DTS.

## **German Speaking IT Support / Helpdesk 1st/2nd Level (m/f/d)**

**Location:** Athens or Thessaloniki

**Time:** Immediately

**Type of employment:** Full-time, permanent contract

### **Your Tasks**

- End user support for customers (remote)
- Qualification and dispatching of incoming support requests
- Incident solution (1st Level)
- Microsoft client system support and adaptations to existing systems in the Microsoft server environment
- Support IMAC for Customers
- IT-support (1st Level) for colleagues

### **Your Know-how**

- Fluency in spoken and written German
- Fluency in spoken and written English
- Completed training or studies in the field of IT or comparable professional experience
- Basic knowledge of network technology, DNS/DHCP and Windows Server operating systems
- Experience in supporting Microsoft Office and Windows client operating systems

### **Your Personality**

- Distinct customer and service orientation
- Self-sufficient and organized way of working
- Strong team and communication skills
- Solution-oriented mindset and reliable manner

### **Our Offer**

- 30 days of vacation (regardless of the length of service)
- Private health insurance for our employees and their dependents (spouse/children)
- In-depth, comprehensive training (approx. 1-3 months) in Germany at our expenses included one monthly flight back to Greece during the whole training period
- Go for EAT - Ticket restaurant card
- Modern hybrid way of working, characterized by flexible working arrangements
- Team-oriented working environment and a broad variety of tasks in an international and diverse team, based on trust and transparency
- Continuous opportunity for personal and professional development and learning
- Your own hardware
- Free snacks and beverages

Become part of our team and bring in your professional knowledge as well as your positive personality traits!

Have we aroused your interest? If so, we look forward to receiving your detailed application, stating your desired (gross) salary and the earliest possible starting date.

Do you have any further questions about your career at DTS? Please give us a call!

[Apply now!](#)

### **DTS CLOUD SECURITY MonEPE**

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