

We need you.



(Senior) IT Support Engineer (m/f/x)



Hamburg



Full-time
employee



Professional/Experienced



50.000-75.000



4,2

Apply

Your tasks:

- You deliver advanced first- and second-line support, resolving complex hardware, software, and network issues.
- You manage IT requests, incidents, and service tickets, driving efficiency and improvements.
- You administer and optimize collaboration tools (Microsoft 365, Atlassian, Miro).
- You lead endpoint management and security with MDM tools (Intune, Kandji).
- You oversee IT asset lifecycle from procurement to retirement (macOS & Windows).
- You own employee onboarding/offboarding, ensuring smooth, secure transitions.
- You implement and maintain endpoint security best practices.
- You document processes, deliver training, and mentor junior colleagues.
- You monitor systems, handle escalations, and ensure compliance with IT and data security standards.

Your skills:

- Advanced skills in Microsoft 365, Atlassian (Confluence, Jira), and collaboration tools like Miro.
- Expertise in MDM platforms (Intune, Kandji), IT asset management, and ticketing systems.
- Strong knowledge of endpoint security and experience with meeting room/event support.
- Excellent communication and leadership skills, supporting both remote and on-site users.
- Proven track record in onboarding/offboarding and user lifecycle processes.
- You are analytical, improvement-driven, and enjoy mentoring others.
- Fluency in English (German is a plus).
- Preferred Experience in a SaaS/Tech environment
- Nice to have: Relevant certifications (Microsoft, ACSP, Security+) and scripting skills (PowerShell, Bash)

About the job

Learn more... 

Your benefits

mobile_devices_for_private_use.png DrinksFood.png sabbatical_and_part_time.png flexible_home_office.png confidential_flexible_working_hours.png restaurant_vouchers.png transparent_salary.png individual_development.png workation.png suitcase.png

Your contact person

You still got questions about the job.
Feel free to get in touch with us.



Jana Roth

Recruiting Manager

Contact me

Apply