

IT Support Employee (m/f/d) - First/Second-Level Support

KD Pharma Group is a medium-sized, internationally operating company headquartered in Bexbach, Saarland. We specialize in the production of custom-made products that meet the diverse needs of the global market. KD Pharma Group is one of the few companies worldwide offering Omega-3 concentrates with a purity of up to 99.5%. This is achieved through a dedicated focus on research and technology development for Omega-3 fatty acids. This enables KD Pharma Group to provide tailored solutions, allowing each customer to differentiate themselves from competitors in the global marketplace.

Your Role:

We are looking for a committed **IT Support Employee (m/f/d)** for **First/Second-Level Support** who will assist our internal employees with IT questions and efficiently resolve technical issues. You will be the first point of contact for IT requests and contribute to ensuring smooth IT operations within the company. You will work on-site and be part of a dynamic team known for its high level of service orientation and technical expertise.

Your Tasks:

- Receive, analyze, and handle IT requests in **First/Second-Level Support** for internal users
- Support with hardware and software issues, including **client support** (PCs, laptops, printers, mobile devices)
- Set up, configure, and maintain **IT workstations**
- Diagnose and resolve complex issues
- Administer **Active Directory, Windows operating systems, and Microsoft 365**
- Create and maintain **IT documentation and user manuals**
- Conduct **trainings and workshops** for internal users
- Support in the implementation of new IT systems and processes

Your Qualifications:

- Completed training in IT (e.g., IT Specialist for System Integration) or a comparable qualification
- 2–3 years of professional experience in **IT support** or **helpdesk** required
- Knowledge of **Windows operating systems** and common software
- Basic knowledge of **network technologies** and **Active Directory** is an advantage
- **Service-oriented** and **solution-oriented** approach to work
- Strong communication skills and enjoyment in interacting with internal users
- Willingness to learn new topics and independently create new content
- Independent and structured work, with good analytical and conceptual thinking skills
- Experience with **remote support tools** and **ticketing systems**
- If you have experience in **system administration**, that's a big plus
- **Team player** with the ability to work under pressure
- Good knowledge of **German and English** in both spoken and written form
- **Class B driver's license**


Additional Information:

- We offer you a varied role in an innovative company with **flat hierarchies** and short decision-making paths
- You will have the opportunity to continuously further your education and expand your skills in a dynamic environment


Our Benefits:

- **Individual career and development opportunities** in an internationally operating company
- **Fair remuneration** with additional benefits such as **Christmas and holiday bonuses**
- **Company pension scheme**
- **Free water and coffee**
- **Company products at employee prices**
- **Company events**


Workplace:

 Bexbach

Start Date:

 As soon as possible


Working Hours:

 Full-time

Application:

Please send your application to:

Contact person: Ms. Tatjana Klisch

 **Email:** hr@kd-pharma.com

We look forward to receiving your application! 