



## WE ARE LOOKING FOR

### 1<sup>ST</sup> & 2<sup>ND</sup> LEVEL SUPPORT (M/F/D)

#### About us

e.SIC GmbH develops a cloud-based holistic end-to-end platform for the inspection process and artificial intelligence for service-oriented solutions for the inspection and maintenance of critical infrastructures such as wastewater sewer systems, pipelines and tunnels.

Learn more about us at [www.esic-sarida.cloud](http://www.esic-sarida.cloud).

#### Location

85609 Dornach /  
98693 Ilmenau /  
Mobile workspace

#### Contract type

Fulltime

#### Entry

Immediately

#### Your tasks:

- Management and processing of customer inquiries via ticket system
- Localization, classification and elimination of incoming fault reports
- Support in customer care
- Participation in customer training and customer introduction processes (onboarding) or application consulting
- Analysis of platform usage
- Support in the creation of support material such as FAQ or manual

#### Your profile:

- You have completed training or studies in the IT field or a corresponding further education.
- You have already gained professional experience in the above-mentioned area, ideally in IT or technical support.
- You think in a networked manner, work in a service-oriented manner and enjoy analyzing complex issues.
- You score with your communication skills and solution-oriented approach.
- Your good knowledge in current Microsoft products and in the area of standard hardware as well as a basic understanding of infrastructure components.
- You speak German (fluent) and English (optional)

#### We offer:

- Collaboration in a dynamic team in a pleasant working atmosphere.
- Modern, comprehensive and easy-to-use help desk software (Zendesk™)
- Varied tasks and a high degree of personal responsibility and development opportunities.
- Flexible working hours
- Work as mobile workspace possible



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- Further development and training is our top priority

Have we aroused your interest? Then we look forward to receiving your complete and informative application documents with details of the earliest possible starting date and your salary expectations:

[jobs@esic-sarida.cloud](mailto:jobs@esic-sarida.cloud)