



DiIT GmbH is the world's leading provider of integrated software solutions for manufacturing execution (MES), customized wire harness production and logistics. By digitalizing the value chains, the company's innovative software optimizes and controls complex manufacturing and logistics processes and supports quality assurance and traceability. Part of the Komax Group, DiIT operates as an autonomous company. Komax is a global technology group and a leading supplier in the wire processing industry.

To support our team, we are looking for a

IT-Specialist First Level Support (m/f/d)

Our offer:

- An attractive salary package
- Job-bike
- A crisis-proofed job in a rapidly expanding company
- A pleasant working atmosphere with flat hierarchies and open communication
- Mobile working
- Individual training

Have we piqued your interest?

Then send your application documents by e-mail to personal@diit.de stating your salary expectations and your earliest possible starting date to:

DiIT GmbH, HR | Ferdinand-Porsche-Str. 3 | 82205 Gilching

P +49 89 89 325 00 | personal@diit.de | www.diit.de

Your new challenge:

- Together with your team, you are responsible for the first level support of our ERP systems (CAO & EAS)
- Process and answer incoming support requests (via email) to enable maximum system availability
- Create, prioritize tickets and independently process tickets at escalation levels
- Together, we set ourselves the goal of minimizing our lead times and thus optimizing our plant availability
- Accept all problems with a customer-oriented service approach and be responsible for the conscientious handling of the tickets

Your skills:

- Completed training with a technical, commercial, or technical-commercial orientation
- First-hand experience in a similar role, gladly in the service or maintenance of electrical systems or plant operation (e.g. cutting machines from Komax, Schleuniger, etc.), alternatively in related topics
- Have experience in the field of CAO, because this helps you to get into your new working environment quickly
- Ability to make conscious decisions and to develop targeted solution concepts for problems
- It is easy for you to work solution-oriented, record facts, develop appropriate measures for troubleshooting and prevention and accompany the implementation
- Ability to actively integrate into existing work teams
- Experience with common office software (e.g. MS 365) and ticket systems – Jira, Confluence, Zoho Desk
- Good English skills