

Work–Study Student for First–Level IT Support (m/f/d)



Location: Troisdorf

Type of employment: Teilzeit

Languages: Deutsch (Englisch)

SB–Entwicklung GmbH is an innovative company specializing in tailored software solutions. With our highly qualified team and agile processes, we deliver on time and at the highest quality. To support our internal IT department, we are looking for motivated students who want to apply and deepen their theoretical knowledge from their studies in a practical environment.

Main Responsibilities:

- **User Support:** Assist in responding to IT inquiries from customers and internal users via phone, email, or ticketing system.
- **Troubleshooting:** Analyze and resolve hardware and software issues under the guidance of our team.
- **Support Documentation:** Create and maintain tickets and document resolved issues.
- **Installation & Configuration:** Support the setup and maintenance of IT workstations, including operating systems and applications.
- **Collaboration:** Work closely with our second–level support and other IT departments to resolve more complex issues.
- **System Monitoring:** Assist in monitoring IT systems and identifying potential disruptions at an early stage.
- **Inventory & Asset Management:** Support the recording, maintenance, and updating of hardware and software inventories, including documentation of devices, licenses, and configurations to ensure a transparent and up–to–date IT asset structure.

Required Skills and Qualifications:

- Enrolled student (m/f/d) in an IT–related field (e.g., Business Informatics, Computer Science).
- Initial practical experience or interest in IT support, helpdesk, or similar areas.
- Basic knowledge of Windows and macOS operating systems as well as network infrastructures.
- Enjoy working with people and a strong service–oriented mindset.
- Analytical skills and enthusiasm for solving technical problems.
- Good command of German and English, both written and spoken.

What We Offer:

- Flexible working hours compatible with your studies.
- Opportunity to work independently on projects and take on responsibility.
- A motivated and supportive team that will assist you throughout your role.
- Attractive development opportunities and the possibility of full–time employment after graduation.