



## IT User Support Specialist (f/m/d)

Occlutech is a leading specialist provider of minimally invasive cardiac devices, with a mission to improve the quality of life for people with heart conditions. The vision is to become a global leading specialist provider in cardiac devices, addressing congenital heart defects, stroke prevention and heart failure.

Occlutech has a broad and proven portfolio, based on proprietary technology, and over 200 patents with more than 139,000 products sold. The company markets and sells its products in circa 85 countries and has around 270 employees.

**Location: Jena, Germany**

The **IT User Support Specialist** loves the possibilities that lie in IT and lives for the mission to help implement new systems, maintain, and improve on existing systems, help end users with questions and problems, and to educate on how to work efficiently with these systems.

### Your work will focus on

- Onsite and remote 1st and 2nd line support.
- Documentation in Occlutech's ticket system
- Providing users with equipment according to procedures set by the corporate standards
- Introduction of new employees to the IT platform and ways of working
- Assisting CIO, when needed and time allows, in various IT development projects with collecting requirements, testing, documentation, training, etc.
- Keeping up with the development within the Office365 platform and its ecosystem.
- Taking part in Global IT initiatives.

### Required Qualification:

- Working experience on Azure AD; multi factor authentication, Access Control Service
- Experienced in the use of tools within Office 365
- Troubleshoot both software, hardware, network, and user problems. And self-sufficiently seek solutions
- A deeper understanding of Windows 10, but also to a lesser extent older Windows versions.
- Experience of working together with IT- specialists, and IT-suppliers
- Good understanding of IT infrastructure, communication, devices
- Understands the importance of security and compliance
- Communicative & pedagogic
- Fluent in English both oral and written
- Fluent in German
- Problem solver
- Self-driven

## Good to have:

- Experience in implementing M365/Azure services
- Experience in develop and improve IT support processes
- Experience in providing and define requirements of IT services

## Are you interested?

We look forward to receiving your application (cover letter, CV, including qualifications and references - all documents in one pdf file), your salary expectation and the earliest possible date for start of work to [bewerbung@occlutech.com](mailto:bewerbung@occlutech.com)

Only applications in English will be evaluated.

For more information, please refer to our websites:

[www.occlutech.com](http://www.occlutech.com)

[www.occlutech-jena.de](http://www.occlutech-jena.de)

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