

IT support specialist (m/w/d)

Location: Jena | Department: IT | Full-time

As an IT Support Specialist, you play a key role in ensuring smooth and efficient IT operations across our organization. You will support colleagues with their daily IT needs, maintain workplace technology, and contribute to the continuous improvement of our modern IT environment. Working closely with internal stakeholders and external partners, you will help deliver reliable, secure, and user-friendly IT services.

Responsibilites

- Provide 1st and 2nd level IT support for users on-site and remotely
- Troubleshoot hardware, software, network, mobile device, and workplace technology issues
- Support and administer Microsoft 365, Azure/Entra ID, Intune, and Windows environments
- Install, configure, and maintain laptops, mobile devices, and other IT equipment
- Manage user onboarding, offboarding, account administration, and access rights
- Support business applications, including configuration, testing, and upgrades
- Assist with IT infrastructure, cybersecurity, and compliance activities
- Coordinate with external IT vendors and service providers
- Maintain IT documentation and support continuous improvement initiatives

Qualifications & Requirements

- Relevant education or practical experience in IT support or a comparable technical environment
- Good knowledge of Microsoft workplace technologies and IT support processes
- Experience with Microsoft 365, Azure/Entra ID, Intune, and Windows environments is an advantage
- Strong troubleshooting and problem-solving skills
- Hands-on, service-oriented, and proactive working style
- Ability to independently manage and resolve technical issues
- Excellent communication and organizational skills
- Fluent English; German language skills are an advantage
- Motivation to learn new systems and technologies and contribute to a growing international organization

Our Benefits

- A secure, future-oriented position in medical device industry in a family-friendly work environment
- A meaningful role in a growing international company
- Comprehensive onboarding and training plan during your first six months
- Excellent work-life balance with 30 days of vacation
- Voucher cards which can be used for shopping, gas stations and so on
- Employer-funded retirement insurance and health insurance
- Regular team-building activities, employee events, and company celebrations
- A healthy, supportive, and collaborative work culture with weekly fruit baskets
- Contribution to Kita and other child support

Ready to support innovation with us?

We look forward to receiving your application! Please send your documents to bewerbung@occlutech.com

About Occlutech

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 200,000 products sold. The company markets and sells its products in over 70 countries and has around 300 employees.

Contact

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