

Broadcast starts here. Join our team!

Thum + Mahr GmbH is an internationally oriented company. Years of project experience make us one of the world's established service providers in the media and broadcasting sector. Thum + Mahr supports its partners with the development of innovative and independent concepts. Our broad range of services, from project management and system integration to service and support, is what sets us apart. Our approach is to improve workflows sustainably.

Thum + Mahr is a subsidiary of the Broadcast Solutions Group!

We are looking for an:

IT Support Manager (m/f/d) Project Support

Location: Monheim am Rhein, Germany

Your tasks

- You will support our customers in all technical aspects concerning the installation as well as the operation of hardware and software products.
- You will record the individual requirements and problems of our customers – either on-site or remotely, as required – and ensure a smooth service.
- You will answer technical customer enquiries via the ticket system independently or forward them to the appropriate managers for processing.
- Complete documentation is just as natural for you as proactive participation in service optimisation.

Your profile

- Whether you are an apprentice, a student, a technician or a career changer – you convince us with your IT knowledge and your open-minded, solution-oriented manner.
- You have a solid understanding of hardware and networks and ideally you are proficient in handling ticket systems and remote maintenance.
- Every customer can count on you because you are willing to support installations remotely and on site.
- We get to know you as a committed team player who attaches great importance to SERVICE, gets into conversation with customers quickly and also shows full commitment at different times of the day.
- Working independently is a matter of course for you.
- You have a good command of written and spoken English.
- A very good knowledge of German rounds off your profile.

We offer

- Performance-related pay and other inter-company benefits
- A dynamic and committed team as well as professional challenges
- The excitement of finding innovative solutions together with international customers worldwide
- Helpful colleagues who provide advice and support during the induction period and who also help you find solutions after the successful induction period

Passion, courage and lateral thinking are very popular with us. We have room for every talent. Please address your application to Nanni Beck (jobs@thummahr.de) and find your chance with us.