

Job Title: IT Support Specialist (Server, Networking, and General IT)

Location: VITROMED GmbH in Langenfeld (RhD), with Multiple Sites (20% travel required, within Europe)

Job Type: Full-Time

Job Summary:

VITROMED GmbH is seeking a skilled and proactive IT Support Specialist to manage and maintain the company's IT infrastructure across multiple locations. The ideal candidate will have hands-on experience with servers, networking, and general IT support. In this role, you will ensure the smooth operation of our systems, troubleshoot technical issues, and collaborate with external IT service providers. The position requires travel between various company locations to provide on-site support and ensure system uptime.

Key Responsibilities:

Server Management:

- Install, configure, and maintain physical and virtual servers.
- Perform regular system checks, backups, and updates.
- Monitor server performance, resolve technical issues, and optimize system performance.
- Ensure data integrity and security through best practices and compliance protocols.

Networking:

- Set up, configure, and maintain LAN, WAN, VPN, and wireless networks.
- Monitor network performance, diagnose and resolve connectivity issues.
- Troubleshoot network hardware (routers, switches, firewalls) and software issues.
- Ensure proper network security, including firewall configuration and regular updates.

General IT Support:

- Provide desktop support for company employees, including hardware and software troubleshooting.
- Assist with the setup, configuration, and maintenance of company devices (computers, printers, mobile devices).
- Install and update software, troubleshoot applications, and ensure the availability of necessary IT resources.
- Respond to help desk requests promptly, prioritizing critical issues to minimize downtime.

IT Infrastructure:

- Maintain documentation of IT infrastructure, including system configurations and procedures.
- Ensure the timely and effective installation of IT systems for new locations or during office moves.
- Coordinate the procurement of IT hardware and software as required.



Vendor Management:

- Liaise with external IT service providers to resolve advanced technical issues or support major projects.
- Collaborate with third-party vendors for services such as internet, telecoms, and cloud services.
- Evaluate and recommend external solutions to enhance the company's IT infrastructure.

Travel:

- Travel between company locations to provide on-site support as needed, 20% within Europe
- Ensure consistent IT support at all locations, providing both scheduled and ad-hoc assistance.

Required Skills and Qualifications:

- Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent work experience).
- Proven experience in server management (Windows/Linux), networking, and IT support.
- Proficiency with networking technologies (LAN/WAN, firewalls, switches, VPNs, wireless networks).
- Strong understanding of system security, data backup, and recovery processes.
- Ability to troubleshoot and solve complex hardware, software, and network issues.
- Familiarity with cloud services and virtualization technologies (e.g., VMware, AWS, Azure).
- Excellent communication and interpersonal skills.
- Ability to travel between company locations on short notice.

Preferred Skills:

- Certifications such as CompTIA Network+, CompTIA Security+, CCNA, or MCSA.
- Experience with VoIP systems and telecommunications.
- Experience working in a multi-location company or supporting remote users.

Start date: immediately

Work time: full-time position, social secured

Interested? Please send your CV via email (PDF) to the contact below.

Subject: IT Support

Contact

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