Celgene is a global biopharmaceutical company leading the way in medical innovation to help patients live longer, better lives. Our purpose as a company is to discover and develop therapies that will change the course of human health. We value our passion for patients, quest for innovation, spirit of independence and love of challenge. With a presence in more than 70 countries - and growing - we look for talented people to grow our business, advance our science and contribute to our unique culture.

With the further rapid growth of the German organisation, Celgene is looking for a sovereign personality as

**Working student (m/f) IT**

**As soon as possible, 8-16 h / week, Munich**

**Responsibilities:**
- End-to-end tracking of tickets and escalating tickets to the appropriate resolver groups to restore normal service operations as quickly as possible
- Assist with new user set up and permissions on the major platforms
- Act as Single Point of Contact (SPOC) for all IT related support
- Create knowledge base articles and publish tips and techniques on a web page for customers
- Assetmanagement
- Remote installation of company approved software and applications
- Remote control of end user devices to ensure proper troubleshooting and resolution of support call
- Active Directory password changes, lockouts and resets

**Skills:**
- Enrolled in a University / College
- Fluency in German and English, both oral and written
- Essential troubleshooting abilities
- VPN – Working knowledge
- Microsoft Office Suite 2007 and above
- Basic Networking (LAN, WAN, Wifi, IP’s, etc)
- Understanding of Infrastructure technologies, i.e. Networking (Wifi, WAN, LAN, IP), Server-client, etc
- Strong identification with Celgene’s values
We look forward to your application. Please apply online via our website: www.celgene.de

If you have any questions, please contact us:

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