

IKEA® ist mehr
als ein Job und das
ist genau das
was *du* suchst.



Support Analyst (f/m) IT Service Desk - German, English & Dutch Support Location: Hofheim-Wallau or Dortmund

As Support Analyst you provide professional and service-minded IT support to IKEA. You are the core of the IT Service Desk which is the single point of contact for our community of end users in all IT-related issues.

Assignment:

- Receive and take ownership for all support needs coming in through various support channels, mainly in German, English and Dutch language.
- Register, analyse, prioritise, assign and/or solve all incoming cases within the agreed lead time.
- Perform all daily tasks according to defined processes, rules and guidelines.
- Take responsibility for end user communication.
- Take responsibility for your tickets and monitor your open support cases, escalate if necessary and keep the end user informed about the resolution process.
- Share knowledge with colleagues, i.e. by using a common knowledge database.
- As a Support Analyst you need to be willing to work during evenings, weekends and public holidays on a regular basis.

We will find in you:

- You have the ability to put the end users' needs in focus.
- You are fluent in **German, English and Dutch** languages (spoken and written).
- You can easily adapt our communication depending on request and situation.
- You enjoy cooperation and knowledge sharing with your colleagues.
- You are familiar with the business process in order to give the user the right support and attention.
- Good comprehension of client and server technologies, mainly from the Microsoft Windows environment..

You will find in us:

- A company that does not force you to fit in but welcomes your ideas.
- A company which promotes talent and encourages you to take lead in your own personal development.
- Many chances in a worldwide successful and growing company: At IKEA you find plenty of career opportunities.
- Many benefits that contribute to a proper work-life-balance
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We look forward to receiving your application and are excited to get to know you soon!

If this sounds like something you want to be part of, there's no day like today to get in touch – we are eager to get to know you. Please send us your **online** application in **English** stating your salary expectation, preferred location and your earliest possible entry date. www.ikea.de/Jobs

Location Wallau: [Apply here](#)

Location Dortmund: [Apply here](#)