



Teamwork for success.
Welcome to Alpha Trains!

Björn Bösch
IT Application Manager Finance

For our office in Cologne we are looking for an

IT Support Engineer (f/m/d)

Alpha Trains has owned and leased locomotives and passenger trains for more than 24 years. More than 130 employees of various nationalities are active across Europe. Our more than 1,000 locomotives and passenger trains are utilized in 22 European countries.

WHO WE ARE LOOKING FOR

At Alpha Trains IT, we think cloud first and work hands-on!

Join our team if you thrive in providing top notch support for our end users, their digital workplace and our modern infrastructure. Support our growing business by ensuring the smooth delivery of our IT services and exceptional support to our end users.

WHAT WOULD KEEP YOU BUSY

- You join the ranks of first and second level supporters in our team and are a direct contact for our end users when they report incidents, service requests or seek professional advice
- You manage and triage incoming support requests and monitoring events, leveraging our helpdesk ITSM to provide concise and clear communication and achieve a resolution in a timely manner
- You manage the on- and offboarding processes for staff, business partners and third-party providers, taking care of the workplace, account lifecycle management and all stationary and mobile devices and hardware
- You are responsible for end-to-end client management, including procurement and deployment of hard- and software, conducting thorough testing to ensure optimal performance
- You ensure the reliable operation of our modern Microsoft Teams conference room equipment to always facilitate an efficient and easy-to-use meeting experience for our end users
- You make sure that acquired know-how is properly documented and shared within the team and organization. You are proficient in providing technical information to end users with clarity and conciseness, crafting well-written announcements for the introduction of new features.

WHAT YOU BRING TO OUR TEAM

If you are excited about joining our team, here is what we are looking for in the ideal candidate:

- You have earned a degree in computer science or information technology, or have completed an education as computer science expert or system integration specialist or comparable track record
- You have a genuine passion to provide exceptional support and troubleshooting expertise within a modern technology stack encompassing Microsoft Windows 11, Microsoft 365, Entra ID, Azure and Intune endpoint management
- You are friendly, approachable and service-oriented. You handle your customers efficiently but always show empathy to end user needs, applying the appropriate due diligence and care to contribute to a supportive and collaborative IT environment
- Ideally you know the basics of ITIL and have gathered some experience with Microsoft Intune endpoint management and software packaging
- You prioritize and uphold a strong commitment to security measures in all tasks and responsibilities
- You work independently with a meticulous approach to conduct root cause analysis, proactively identifying underlying issues and ensuring a comprehensive problem resolution
- You enjoy testing new features and functionalities while exercising caution and diligence in the evaluation process to ensure a measured and careful approach for roll-outs
- You fearlessly explore scripting, take deep dives into networking or other infrastructure specialty topics, showing a commitment to continuously grow your knowledge and expanding within your role and responsibilities


WHAT IS IN IT FOR YOU

At Alpha Trains we have a mission: to keep our employees happy. So, we go the extra mile to make your working life more enjoyable: From fresh apples in our office fruit basket to annual company offsites, from bike leasing options so you can get to the office in style to an insurance package that gives you the peace of mind you need. Want more transparency? Attend our weekly town hall meetings. And because we are all about collaboration, we keep our hierarchies flat and friendly.

And, last but not least, prepare to meet the most awesome, dedicated and party-ready colleagues at Alpha Trains.

Not fully convinced? We asked our colleagues: what makes working at Alpha Trains special: **Employee film**

APPLY NOW

Please submit your detailed application documents with a CV and a cover letter as a PDF file by email to:  **HR@alphatrains.eu** You are also welcome to contact us without any obligation and directly by telephone:



HR Administrator

Jana Hein

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 **My contact details**

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