

# IT Support Engineer (m/f/d)



We are seeking an experienced **IT Support Engineer (m/f/d)** to join our **UK team**. This is an exciting opportunity for someone who is passionate about IT and is interested in learning and developing expertise within the latest technologies, and keen to join a global and growing team.

**Hybrid working model:** Enjoy the flexibility of working remotely and on-site at our office in Wykeham, Scarborough, UK.

## Your Responsibilities

- Provide **IT support to internal users** for laptops, mobile devices, and other hardware and software
- Troubleshoot and resolve **technical issues** related to software, hardware, and network systems
- Support the **operations of our internal IT infrastructure** hosted on premise or in the cloud
- Collaborate with other team members across other regions for **incident resolution and general IT projects and initiatives**

## Your Skills & Key Requirements

- Proficient in **English**, with advanced skills in both written and oral communication
- Minimum of 1-2 years of **practical or relevant experience**
- Very good **analytical thinking skills**, complemented by a strong **team player mentality**
- Positive **“can-do” attitude** and a **willingness to learn**
- Experience with **incident management tools, Windows and/or MacOS, Active Directory, Office365, Networking**

## Desirable Additional Skills (Nice-to-have)

- Degree in an **industry-related field** (e.g., Cybersecurity, Computer Science)
- Experience in **Linux environments**
- Skills in **IAM**, with experience in **WebSSO protocols** such as SAML, OIDC and OAuth2