



We are Amplifon, the global leader in the hearing care retail industry, in Germany we operate with the Amplifon brand and together we make more possible every day. We change more lives. We work on more innovative projects and make sure everyone gets the best care possible. Our passionate teams use their talent and experience to help our customers rediscover all the emotions of sound.

Are you highly motivated and ready to take over responsibility in our company? Then we would like to get to know you!

We are looking for you to join our team at the Head Office in Hamburg as

## Intern / Working Student IT Service Desk (m/f/d)

### Your tasks:

- Process incoming customer inquiries (specialized stores) by telephone in 1st level support
- Process tickets of incoming incident reports and documentation of these incidents and their resolutions
- Analysis of incoming requests and description of possible change requests together with 1st and 2nd level support team and application management
- Creation and modification of technical instructions as well as their documentation
- Installation and configuration of end devices (PC, notebook, printer, smartphones, etc.)
- Administration of applications and the associated user change management
- Cooperation in IT projects

### Your profile:

- You have a bit of experience in dealing with IT and enjoy it a lot
- You are ideally studying business informatics/informatics or a comparable course of study, most likely with a focus on IT Knowledge of the administration and operation of Microsoft server systems
- Very good English and German language skills
- High level of service and customer orientation, excellent communication skills and a strong team spirit
- Structured way of working and a high sense of responsibility
- Willingness for personal and professional development

### What we offer:

- You will get to know the IT processes in a large company structure and will be optimally prepared for your career start
- An exciting job where you can take on responsibility from day one and help shape your area of responsibility
- Work in an international company with flat hierarchies and interesting development opportunities (national and international)
- An attractive salary and individual allowances (e.g. travel costs or relocation if you are not from Hamburg) as well as the opportunity to write a thesis after your internship

### Ready to Amplify Your Career?

Apply directly with your complete documents in pdf format, stating your possible starting date and salary expectations under **"Apply now!"**

#### Amplifon Deutschland GmbH

Viktoria Arendt  
Normannenweg 30  
20537 Hamburg

[www.careers.amplifon.com/deutschland](http://www.careers.amplifon.com/deutschland)

