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Recruiting
IT-Professionals
PR Consulting

STEFAN VOLK-PREIßLER
PR CONSULTING

1st Line Support Engineer

Technical Support

CI/CD, SQL, 1st Level Support, Ticket Management, Bash, ClickHouse, GitLab, GitLab Service Desk

Location: Berlin, Germany (Hybrid – One week each month on-site)

Experience: Min. 2 years

Language: English B2

Sallary: 45 k€ - 55 k€ p. A. + VSOP Program

Requirements

Our TECH STACK

- ➢ **Languages:** Bash, SQL
- ➢ **Tools & Frameworks:** ClickHouse (SQL-based DBMS), GitLab CI/CD, GitLab Service Desk

Your QUALIFICATIONS

- ➢ You are familiar working with tools such as GitLab Service Desk
- ➢ You have the ability to conduct a root cause analysis of an issue
- ➢ You demonstrate a customer-first mentality
- ➢ You are able to also support non-technical users to troubleshoot with patience and empathy
- ➢ You have the desire to learn how Internet Traffic works

NICE TO HAVE

- ➢ You have the ability to read and understand a script
- ➢ You have knowledge of internet topology and mechanisms behind internet transportTasks & Responsibilities

🎯 Key Responsibilities

- ➢ You will provide 1st line support, from error analysis to qualification and initial solution
- ➢ You forward unsolvable problems to the relevant specialist departments
- ➢ You monitor our support ticket tracking tool and answer customer inquiries (GitLab Service Desk)

- ➢ You carry out technical training courses/webinars and accompany the release of new features
- ➢ You create and maintain help documents for using our products in various applications, e.g. FAQs, checklists and technical documents

☑ Ideal Candidate Profile

- ✓ Many candidates presented so far have customer-facing experience, but lack the necessary technical background (e.g. SQL, scripting, process automation).
- ✓ Please focus on candidates with proven hands-on experience using issue trackers (e.g. Jira). They should be able to explain their usage in detail (favorite features, weaknesses, preferred tool, etc.).
- ✓ Candidates who can only give superficial answers here do not meet expectations.

Core Benefits

1) Full flexibility in working hours and location 2) Health initiatives, pension scheme, free health checks, flu vaccines

3) Learning opportunities and career development

4) Company pension and virtual stock options

5) Bike leasing program, subsidized public transportation

6) Discounts on products and services

7) Additional leave for child care during illness

8) VSOP Program

Self-Assessment Checkliste – 1st Line Support Engineer

Please fill out the checklist and send it back to PR Consulting on
LinkedIn oder to info@p-rajan-consulting.de

Please add your CV

Name_____

📌 **Skalierung**

0 = keine Erfahrung 1 = Grundlagen 2 = solide praktische Erfahrung 3 = tiefgehende, sichere Praxis (Hands-on, direkt einsetzbar)	0 = No experience 1 = Basic knowledge 2 = Solid practical experience 3 = In-depth, confident practice (hands-on, immediately applicable)

1. Kernanforderungen / Core requirements

Highest Priority = ✓

Skill / Erfahrung	0	1	2	3
✓ SQL - ClickHouse,				
✓MySQL, PostgreSQL				
✓ Scripting (Bash / Python)				
✓ Troubleshooting web-based applications				
✓ API / REST Verständnis				
✓ Process automation				
✓Hands-on experience with issue trackers - Jira				
✓Hands-on experience with issue trackers - GitLab Service Desk				
✓Hands-on experience with issue trackers - Freshdesk				
✓ Practical experience in Technical B2B Support (external)				

2. Tools & Frameworks

Skill / Erfahrung	0	1	2	3
✓ GitLab Service Desk				
✓ GitLab CI/CD				
✓ ClickHouse (SQL-based DBMS)				
✓ Issue Tracker (Jira, GitLab, ServiceNow)				
Git / Versionskontrolle				
Monitoring Tools (Grafana, Prometheus)				

3. Supportfokus (Keine IT-Administration!)

✖ The customer is NOT looking for:

- Desktop/Workstation Support
- Printer, VPN Client, Outlook/Office Support
- Internal IT Administration

✓ The client is looking for:

- Troubleshooting in SaaS cloud environments
- Root cause analysis for software products
- Support for APIs, microservices, and web applications
- Analysis of technical logs, SQL data, and requests

Skill / Erfahrung	0	1	2	3
✓ Troubleshooting SaaS-producte				
✓ Support for external business customers				
Analysis of logs / requests				
Technical documentation / FAQs				

4. Technical understanding

Skill / Erfahrung	0	1	2	3
Basic understanding of the Internet (DNS, Routing, HTTP, TLS)				
✓ Understanding web traffic (traffic flow)				
Debugging von Requests (Postman, Logs etc.)				
Basic understanding of CI/CD				

5. Soft Skills

Skill / Erfahrung	0	1	2	3
Customer focus				
Clear communication (English B2)				
Patience & Empathy				
Independence				
Structured way of working				

Would you like to learn more about our migration or integration management services?

Visit us at https://p-rajan-consulting.de/ or contact me at info@p-rajan-consulting.de or by phone at +49 171 4584643.

"It is a personal priority for us to improve the migration and integration conditions of international skilled workers in the long term, so that they can continue to enjoy working in our country."