Join the company’s European R&D hub as an **IT Operations Specialist**. In this hands-on role, you will deliver day-to-day L1/L2 support for 130 local users, drive major hardware deployments, maintain engineering test platforms and lab infrastructure alongside our senior systems team. If you enjoy a mix of user support, hardware rollouts, and getting under the hood of both Windows and Linux environments, this role is for you.

IT Operations Specialist

Nr ref.: 203/8/2026/AS/270067/jobs.pl Gdańsk (pomorskie)

What you can expect from us?

- **Prime Location:** Work from a modern, world-class office space in Gdańsk, offering top-tier amenities, comfortable workspaces, and great connectivity.
- **Impact & Exposure:** Gain direct experience with cutting-edge R&D infrastructure used by global tech leaders in a key European hub.
- **Professional Growth:** Work closely alongside senior infrastructure engineers and broaden your skills across Linux, networking, and datacenter hardware.
- **Project Stability & Future Prospects:** Enjoy a structured 12-month project contract with a realistic opportunity to convert to a permanent, direct-hire role.
- **Flexible Transition:** Benefit from a hybrid working model today, smoothly transitioning to full on-site collaboration as project operations scale.

Employment agency entry number 47

this job offer is intended for people over 18 years of age

What will your tasks involve?

- **User & Helpdesk Support:** Provide daily L1/L2 support for ~130 local users, managing user accounts, access permissions, VPNs, and Active Directory/DNS/DHCP setups.
- **Hardware & Deployment:** Lead hardware refresh cycles (including deploying 150+ new laptops via MECM/SCCM), handle onboarding/offboarding, and manage asset tracking.
- **Engineering Lab Support:** Maintain engineering test platforms, test benches, and assist with lab hardware setup across Windows and Linux systems.
- **Datacenter & Lab Operations:** Provide hands-and-eyes support in the server room and labs—handling cabling, labeling, rack installations, and hardware checks.
- **Office Relocation Support:** Assist with equipment moves, setting up new workplaces (monitors, cabling), and printer configurations during office transitions.

What we expect from you?

- **Experience:** 2–3 years in an IT Support, IT Operations, or Helpdesk role.
- **Core Technical Skills:**
  - Strong troubleshooting skills in **Windows 10/11** environments.
  - Working knowledge of **Active Directory, DNS, DHCP, and VPNs**.
  - Basic **Linux** command-line and system troubleshooting abilities.

    - Hands-on experience with hardware diagnostics and component replacements .
- **Process & Soft Skills:** Experience working with ticketing systems under SLA guidelines, paired with strong communication skills and a customer-first mindset.
- **Language:** Professional English proficiency (B1+ minimum)

Nice-to-Haves (Plus Skills)

- Hands-on experience with **MECM / SCCM** (imaging, packaging, system rollouts) .
- Basic scripting skills in **PowerShell or Bash**.
- Previous experience supporting engineering, lab, or test bench environments .