

IT Support Engineer

m/f/d, Basel-Stadt

For our client in Basel, we are looking for an **IT Support Engineer (m/f/d)** to support daily IT operations and ensure reliable end-user services.

In this role, you will provide Level 2 support for hardware and software issues, manage user accounts in Active Directory and Azure AD (Entra ID), and assist users with Windows and Microsoft 365 environments. You will also troubleshoot network connectivity issues, handle incidents through an ITSM tool such as ServiceNow, and contribute to maintaining secure and efficient IT systems.

Start date: asap

End date: 6-months contract (with the chance for extension)

Workload: 60%

Contract Type: Contracting

Location: Basel

Your tasks:

- * Provide **Level 2 technical support** for desktops, laptops, mobile devices, meeting rooms, printers, and peripherals
- * Troubleshoot and resolve issues related to **Windows OS, Microsoft 365, including email, VPN, and collaboration tools (Teams, SharePoint, OneDrive)**
- * Manage **user accounts and access** in Active Directory (on-prem) and Azure AD (Entra ID), including onboarding and offboarding
- * Install, configure, and maintain hardware and software according to company standards
- * Monitor and respond to incidents and service requests using an ITSM tool (ServiceNow)
- * Perform root cause analysis and escalate complex issues to Level 3 teams when required
- * Support network connectivity issues (LAN/WAN/Wi-Fi, VPN, firewall troubleshooting)
- * Ensure compliance with IT security policies, data protection, and audit requirements
- * Maintain documentation for procedures, configurations, and troubleshooting guides

Job Profil

 Life Sciences - IT + Digital

 Basel-Stadt

 Contracting

 Vollzeit



asap - 6 Months contract (possible extension)



2nd Level Support, Active Directory, First Level

Job Benefits

 Du-Kultur

 Flache Hierarchien

 Moderner Arbeitsplatz



Klingt interessant?

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- * Assist in IT projects such as system upgrades, migrations, and rollout of new tools
- * Provide user training and guidance on best practices and security awareness

Your Profile:

- * 5–6 years of experience in IT Support / Desktop Support / End User Computing role
- * Windows 10/11, basic Linux/macOS (optional)
- * Microsoft 365 (Outlook, Teams, SharePoint, OneDrive)
- * Microsoft Active Directory and Azure AD (Entra ID)
- * Basic networking concepts (DNS, DHCP, TCP/IP, VPN)
- * Experience with endpoint management tools (Intune or similar)
- * Familiarity with ITSM tools and ticketing processes (ITIL framework or similar)
- * Strong troubleshooting skills
- * Ability to work independently and handle multiple priorities

Sounds like a great job?

Then we look forward to receiving your complete application documents through our online application form.

When applying by email, the sender agrees that his or her data will be used in accordance with our data privacy policy.

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