



Spektrum Cannabis GmbH is a subsidiary of the Canadian Canopy Growth Corporation and is one of the leading importers, manufacturers and distributors of medicinal cannabis products. The products we distribute are based on a long tradition of using cannabis as a medicinal herb and the latest findings in cannabinoid research. Since 2016 we deliver highest quality cannabis flowers to German pharmacies. In our company, special emphasis is placed on scientific expertise and experience in the field of medical cannabis.

For our support, we are looking as soon as possible for a full time:

## **IT Junior Support (m/f/d)**

**Your tasks:**

- **Resolving assigned service ticket through to completion**
- **Providing end user support locally and remotely**
- **Providing Ad Hoc IT and Business support as required**
- **Support enterprise cloud email collaboration tools**
- **Diagnosis and troubleshooting of IT equipment, user devices and services**
- **Maintenance of IT hardware and software as required**

**Your qualification:**

- **Relevant Post Secondary IT training certification or diploma**
- **Fluent in German and English (Comprehension, Oral and Written)**
- **Experience working in a complex multi location environment**
- **Experience supporting Video Conferencing technology and support**
- **Experience supporting Telephony technology and support**
- **Experience supporting operating systems / applications for user support**
- **Experience in troubleshooting skills (HW/SW/User Activities)**
- **Knowledge of IT security best practices, threats and vulnerabilities**
- **Knowledge of social media and application to corporate environment**
- **Knowledge of service desk or support systems**
- **Knowledge of IT Change Management or PLCM programmes**
- **Professional, committed and follow through on actions**

**What we offer:**

**For your activity, you will be intensively prepared by us through training. Here you will find a very special working atmosphere in a friendly and dynamic small team, which is characterized by aspirations, scientific expertise and genuine enthusiasm. Convinced of the meaningfulness and benefits of our work, you can experience a very special dynamism and energy here and have very attractive development opportunities in a fast-growing growth industry. We also offer a permanent contract and an attractive fixed salary. The position is located in Frankfurt.**

**We look forward to you!**

**Please send your application documents by e-mail (max 10MB) or by post with details of salary expectations and availability:**

**Spektrum Cannabis GmbH**

**Michaela Durst**

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