



ICT DESKTOP SUPPORT ENGINEER (W/M/D). COLOGNE, GERMANY

Are you ready to charter your own career?

The runway to success in global aviation begins here...

Are you looking for an opportunity to work for a global brand where you can use your skills, be part of a diverse team and grow with a dynamic company?

Chapman Freeborn is seeking an **ICT Desktop Support Engineer** for our team based out of our **Cologne or Frankfurt, Germany** office, who thrives in a fast-paced environment and wants to learn and grow with a global team.

Purpose of Role

- To assist the Head of ICT and the ICT Support Supervisor in ensuring that an effective ICT service is provided globally by supporting all users and maintaining a healthy IT system.
- To propose and implement improvements to the ICT infrastructure in worldwide.

Key Job Responsibilities

- Provide technical support to all users of the company's ICT system worldwide to address queries, resolve network, hardware system and/or software issues on-site, via phone, remote-session or email
- Keep documentation of all support activities in the Ticketing System and pro-actively pick, solve and close tickets in the system
- Working with end users to troubleshoot network, hardware and software issues.
- Set up and test notebooks, desktops and computer peripherals
- Provide training on effective use of hardware and software for new and existing users of the company's ICT system landscape
- Supporting and expanding our office network infrastructure.
- Maintaining and monitoring critical business ICT resources.
- Identify and propose ICT process improvements within the Chapman Freeborn group to ensure optimum use of ICT systems
- Deal with queries and issues arising from use of all hand held devices.
- Assess functional needs to determine specifications for purchases of software and hardware.
- Recommends and / or performs upgrades on systems to ensure longevity.
- Carry out maintenance as required for Desktop systems hardware used in the company.

- Assists in maintaining LAN/WAN records and, as appropriate, telephone systems cable.

What We Offer

- Competitive salary
- Comprehensive benefits package
- Opportunity to join a global company and be part of a diverse international team
- Professional development and career opportunities
- Unlimited access to thousands of courses on LinkedIn Learning platform

With more than 50 years of experience, the Chapman Freeborn group provides a diverse range of aviation-related services on a global basis. Our expertise in all areas of the air charter industry makes us the number one choice for many of the world's leading logistics providers, multinational corporations, travel partners, and well-known names from the entertainment business.

Chapman Freeborn is a family member of Avia Solutions Group, a leading global aerospace services group with almost 100 offices and production stations providing aviation services and solutions worldwide. Avia Solutions Group unites a team of more than 11,500 professionals, providing state-of-the-art solutions to the aviation industry and beyond.

Chapman Freeborn aims to promote equality, diversity, fairness and respect for future and current staff at all levels of the organization. We aim to provide equal opportunities in all aspects of employment and to ensure that the talent and skills of all individuals are maximized. Will replace with below paragraphs with the advice of the legal department.

Chapman Freeborn provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Chapman Freeborn combines over 46 years of experience with unrivaled global coverage to meet the air charter requirements of customers 24 hours a day, 365 days a year. The company's diverse client base includes major corporations, governments, non-governmental organizations (NGOs) and relief agencies, as well as high net worth individuals (HNWIs) and prominent figures from the entertainment world.