A Moving Experience.

Cerence is the global industry leader in creating unique, moving experiences for the automotive world. Our expertise is sophisticated AI, natural language understanding, voice biometrics, gesture and gaze technology and augmented reality. Whether it’s connected cars, autonomous driving or e-vehicles, we’re mapping the road ahead.

For our Aachen office, we are seeking an individual focused on IT service and end-user enablement. This requires someone who is customer-service focused and able to work independently with a global team.

**Student Worker – IT End-User Services**

**Your tasks:**

- Provide in person desktop support for intermediate Windows/Office issue tickets
- Installation of new and upgraded applications
- Involved in the full life cycle deployment of computer hardware (Imaging, Profiling, Packing, Shipping, Receiving, Re-imaging or Decommissioning)
- Support of A/V equipment in conference rooms
- Support of printer, scanners, and multi-function units
- Responsible for computer-related inventory
- Responsible for meeting the key performance metrics within areas of responsibility
- Responsible for logging issue information in ticketing system

**Your profile:**

- Enrolled student of Computer Engineering, Information Technology or related field of study
- Experience troubleshooting and root cause analysis skills
- Experience supporting Windows desktop operating systems, printer configuration
- Experience in supporting end-user related network connectivity (switch, jack connections, cabling, etc.)
- Good knowledge of Windows 10 and current Microsoft Office products
- Strong communication skills in English, German is a plus
- Detail-oriented and deadline-driven with strong documentation skills
- Ability to prioritize and communicate technical topics to non-technical person
- Nice to have: Experience with a ticketing system (e.g. ServiceNow)

**We offer:**

- An international and innovative environment
- Flexible working hours
- First working experiences in an automotive software company

If you are interested in a position that offers professional challenge along with a great international work environment, we look forward to receiving your application!

Please directly apply through our career website at [https://www.cerence.com](https://www.cerence.com) (Job ID: R0001048).