



Employee IT Helpdesk / Support (m/f/x)

Location: Haren

Working Hours: Full-time employee

1,400 employees in 24 locations around the world with a fleet of 60,000+ circulating containers. Since ELA's establishment in 1972, our business has continuously been expanding, we are specialists in mobile room solutions. Our family-run company based in Haren (Ems), Germany, is growing at a fast pace and we are actively looking for qualified and dedicated team players to join us locally, internationally and beyond.

We are currently looking for an **IT Helpdesk / Support Employee** (m/f/x) to join our 3-person helpdesk team. Our IT department ensures that our processes run smoothly – and this is where you come in! If you are interested in working in a modern, dynamic environment, tackling challenges and growing with us, then ELA is the perfect place for you. Become part of our success story and shape the future with us!

Your Future Role

- + Direct user support - onsite and remote
- + Processing and documentation of enquiries and processes using a ticket system
- + Analysing and troubleshooting in the IT environment
- + Prioritisation of new or existing support requests
- + Communicating with the parties involved (users, IT colleagues, etc.)
- + Maintaining and updating the knowledge database

[Apply Online](#)

[Video Application](#)

What You Bring to the Team

- + Completed training as an IT specialist or similar qualifications
- + First professional experience in the field of customer service/ helpdesk / support
- + Basic IT knowledge
- + Knowledge in dealing with ticket systems desirable
- + Problem-solving skills and a strong understanding of teamwork
- + Very good knowledge of German and good knowledge of English, both written and spoken
- + MS Office knowledge

What you can expect from us

- + Once ELA, always ELA. When you join our company, we want you to be a key member of the team, which is why we'll offer you a **permanent contract**.
 - + Our **company restaurant** serves up fresh, delicious lunches on a daily basis
 - + We organize an **extensive onboarding program** for you at our headquarters in Haren (Ems), so that you can get to know the entire company, our products, and our employees
 - + We offer you **flexible working hours** and the opportunity to work flextime
 - + Expand your network at our regular **employee events**
 - + We offer you company **health insurance**
 - + We offer you attractive **bike leasing** options
 - + We offer you **individual development opportunities**, interesting skills training and participation in our management training program
 - + We want you to be optimistic about the future, which is why we support you with our company **retirement plans and capital-forming benefits** for your financial security.
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- + ELA offers you a **diverse range of activities** at a global company, informal interaction with one another, and a whole host of opportunities to incorporate your own ideas.
 - + **Corporate benefits:** attractive online shopping offers and discount codes from over 1,500 providers from all relevant areas of life
 - + There's no need to part ways with your four-legged friend at ELA, as you can simply **bring your dog with you** into the office if the situation allows.
 - + Your health matters to us, which is why we offer you **height-adjustable desks** in every office

How You can apply

Please send your documents via our career website <https://career.ela-container.com> or via email career@ela-container.com including your CV, your essential certificates and qualifications, as well as a few lines about yourself and why we fit. We would then like to meet and have a personal conversation with you. We look forward to hear from you!

Any questions?

Contact us via email or WhatsApp/text message on +49 1511 9539616.