



The **Dean's Office IT Department** is offering a part-time position as

## Student Assistant (m/f/d), 1st Level IT Support

starting as soon as possible.

“Challenge yourself, grow your IT expertise, and get paid for it.”

### Your tasks include:

- Serve as the initial contact via ticketing system, email, phone, and walk-ups.
- Triage, document, and resolve L1 incidents (accounts, password resets, MFA, VPN, printing, Wi-Fi, basic macOS/Windows/Linux issues).
- Perform hardware/software setups and handovers (laptops, peripherals, standard applications).
- Maintain knowledge base articles and contribute to FAQ/playbooks.
- Escalate complex cases to L2/L3 per runbooks and SLAs.
- Support on small rollout projects (e.g., client updates, asset inventory).

### Your profile:

- Current enrollment at a German university (required) with at least 12 months remaining preferred.
- Strong customer focus, clear written and verbal communication in English and German!
- Basic troubleshooting of Windows 10/11 and/or macOS; familiarity with common enterprise apps (O365, browsers, VPN).
- Comfort with ticketing systems and documentation (e.g., Jira/Znuny).
- Reliable, organized, and able to work up to 20-40 hrs/week during lecture periods (more during breaks by agreement).

### What we offer:

- Flexible scheduling around your studies and a supportive team.
- Hands-on experience with modern ITSM tools and processes.
- Learning budget and mentoring from senior engineers.

The **University of Mannheim** is one of the leading universities in Germany with approximately 12,000 students in five schools. Particularly in business and economics as well as in the social sciences the university ranks among the top institutions both at national and international level. More than 2,600 employees profit from an exciting work environment with numerous benefits.

The Business School of the University of Mannheim is among the leading institutions in Europe. It stands for excellence in research, international orientation, and strong practical relevance. Innovative teaching and a consistent commitment to quality management ensure outstanding study conditions. This is confirmed by excellent rankings and our triple accreditation by AACSB, EFMD (EQUIS), and AMBA.

The School's IT department makes an essential contribution to this success: it not only provides reliable support, but also develops tailored systems and offers a wide range of additional services that enable research and teaching at the highest international level.

### Key information

**Limitation:** 1 year

**Remuneration bracket:** H1,H2

**Monthly hours:** 40 hours

**Location:**  
L5, 5

**Application deadline:**  
26 September 2025



Diversity



Central location in the  
city center



Positive working  
atmosphere



Innovative academic  
working environment



International  
orientation

Applications from persons with a disability are given preferential consideration provided that they are appropriately qualified. The University of Mannheim is committed to increasing the quota of women and thus encourages women with appropriate qualifications to apply.

If you are interested in applying, please send your application documents via e-mail or mail **by 26 September 2025 at the latest:**

**Dean's Office**  
**Jochen Baumgardt**  
**L5, 5**  
**68131 Mannheim**  
**[jochen.baumgardt@uni-mannheim.de](mailto:jochen.baumgardt@uni-mannheim.de)**

If you have any questions about the position, please contact  
Jochen Baumgardt at

[jochen.baumgardt@uni-mannheim.de](mailto:jochen.baumgardt@uni-mannheim.de)

#### Data protection

Please find detailed information on the collection of personal data from the data subject according to Article 13 GDPR on the university's homepage:  
[www.uni-mannheim.de/datenschutz-bei-bewerbungen](http://www.uni-mannheim.de/datenschutz-bei-bewerbungen).

Submitted application documents will only be returned if you enclose a self-addressed stamped envelope. Otherwise, they will be destroyed in accordance with current data protection law after the application procedure has ended. Electronic applications will be deleted accordingly..

If you apply by e-mail, please note that protection of confidential data cannot be guaranteed as unauthorized third parties might gain access to unencrypted e-mails during transmission.

