

Joboffer dated from 04/29/2026

## Client Support Engineer

Field: others  
Type of employment: Full-time  
Entry date: immediately  
Zip Code / Place: 22761 Hamburg  
Country: Germany

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### Company data

Company: **InnoGames GmbH**  
Street address: Friesenstraße 13  
Zip Code / Place: 20097 Hamburg



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### Job description

Join us as Client Support Engineer and support our employees with state of the art IT equipment. Maintaining our laptop fleet and troubleshooting issues will be your daily business. You will be part of our Office Services Team, that provides everything our employees need, from paper clips to laptops. Flex your technical skills while supporting our Service Desk, handling IT equipment, and exploring exciting technologies.

### Your mission

- **Provide** 1st and 2nd level support at the Help Desk, troubleshooting IT issues for Windows and MacOS clients within a hybrid Microsoft environment (Entra ID, Active Directory, Intune).
- **Maintain** our on-site IT equipment. (Teams Rooms, hybrid work setups).
- **Administer** our Rights & License Management (Google Cloud, AD, Entra ID).
- **Optimize and automate** processes to promote self service and enable your colleagues at the Service Desk to solve standard issues and requests (PowerShell, Intune).
- **Support** the team at our Service Desk and work on projects with other teammates.
- **Operate** audio, video and streaming equipment. If interested, managing AV systems (KNX, DMX, RTSP, Home Assistant).

### Your skill set

- **Professional experience.** You have min. 1 year of experience in relevant fields.
- **Theoretical background.** You completed a training as "Fachinformatiker" or similar.
- **Communication is the key.** Fluent English & German and overall communication skills

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are mandatory to foster a professional collaboration.

- **Self-organization** You work independently, structure your tasks, and set clear priorities in a fast-paced, dynamic environment.
- **Passion.** You bring a strong willingness to learn new skills and embrace new opportunities.

## Your power-ups

- **Learning opportunities.** Level up with excellent training and development opportunities, such as e-learning, hard- or soft-skill trainings from our InnoVersity or industry conferences.
- **Outstanding benefits.** Get 28 vacation days, a sabbatical, mobile device, contribution to your public transport ticket, and more.
- **Compensation & Fair Play.** As a company, we value fairness and transparency, which is why we aim to have public salary grids for as many positions as possible. The prerequisite for a defined salary grid is that at least six employees share the same career model. As this specific role is a rather unique function, we regularly review its salary range based on market data as well as your level of seniority. Your seniority level (junior, regular, senior) will be evaluated during the interview process.
- **Flexible working hours.** We offer trust-based working hours as well as active breaks - play table tennis with your team, work out in our gym or go to our rooftop terrace to get some fresh air.
- **Food & drinks.** We offer free drinks and fresh fruit to contribute to your health and well-being; enjoy the meals prepared by our in-house canteen or cook on your own in one of our employee kitchens.
- **Dynamic people.** Work in an agile multicultural team – enabling you and your team to form and actively optimize work processes.
- **Creative processes.** Feel comfortable in an atmosphere that empowers creative thinking and strong results.
- **Team of specialists.** Shape the success story of InnoGames and be a part of our international team of professionals in a stable growing company and award-winning employer.
- **Company events.** Participate in regular company events, e.g., wine tasting, cooking, paintball, barbecue together on our rooftop terrace.

InnoGames is one of the leading German developers and publishers of mobile and browser games and a certified Great Place to Work®. The Hamburg-based company was founded in 2007 and is now part of Modern Times Group (MTG). Together with about 350 employees from 40 nations, the company founders develop unique games that provide many years of fun for millions of players around the world. InnoGames is best known for Forge of Empires, Elvenar and Tribal Wars, but the company is continually expanding its now 10-game portfolio across platforms and genres. Most recently, InnoGames launched Heroes of History, a novel mix of city builder and hero collection RPG and Cozy Coast, a feel-good beach adventure with elaborate merge-2-gameplay and a captivating story. Excited to start your journey with InnoGames and join our team as a Client Support Engineer? We look forward to receiving your application as well as your salary expectations and earliest possible start date through our online application form. Sandra Wandschneider would be happy to answer any questions you may have.

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