



Hexagon's Geosystems Business Area provides digital solutions that capture, measure and visualise the physical world, enabling data-driven transformation.

As an **IT Service Operations Engineer** at our Heerbrugg location, you will play a key role in ensuring the smooth operation of our IT infrastructure and services. As part of the IT Client Support Team Switzerland and the EMEA IT Service Desk Team, you will provide first- and second-level IT support to end users across the region. You will act as the local point of contact for IT-related matters in our Heerbrugg office, with a strong focus on end-user support, workplace services, office IT infrastructure, and coordination of network-related activities. Join our team and help us deliver exceptional IT services in a collaborative, international environment.

IT Service Operations Engineer (m/f/d)

Heerbrugg  100%

This appeals to you

- Provide 1st and 2nd level IT support, resolving user inquiries and technical issues in a timely and effective manner
- Manage incidents and service requests using the ServiceNow ticketing system
- Coordinate and support employee onboarding and offboarding from an IT perspective
- Troubleshoot and resolve Microsoft Windows, Microsoft 365, and workplace IT issues
- Install, configure, and maintain laptops, desktops, mobile devices, and peripheral equipment
- Maintain and support audio/video conferencing systems, meeting room technology, and mobile presentation equipment
- Ensure the smooth operation of printers and local office IT infrastructure
- Assist with the setup, maintenance, and basic

This is you

- 3-5 years of professional experience in 1st and 2nd level IT support or IT service operations
- Completed vocational training or a degree in Computer Science, Information Technology, or a related field
- Solid hands-on experience with Microsoft 365, SharePoint Online, and Microsoft Teams
- Strong knowledge of Windows operating systems; experience with Linux and macOS is a plus
- Experience with Active Directory, Microsoft Entra ID (Azure AD), and Microsoft cloud technologies
- Good understanding of networking fundamentals (TCP/IP, DNS, DHCP) and server infrastructure
- Excellent diagnostic, troubleshooting, and problem-solving skills with strong attention to detail
- Experience working with ITSM/ticketing tools (e.g. ServiceNow) is an advantage

administration of server rooms and related infrastructure

- Collaborate with global IT teams and external vendors to deliver reliable IT services
- Maintain accurate IT documentation, asset records, and knowledge base articles

- A customer-focused mindset with excellent communication skills
- A proactive, reliable team player who enjoys collaborating with others
- Fluent German and good English communication skills (spoken and written)

We offer you

- Flexible annual working hours based on a 40-hour week, with 100% employment
- Vacation entitlement: 25 days from the age of 20, 27 days from the age of 40 and 30 days from the age of 50
- Hybrid working model
- Bonus system and extra-mandatory pension fund contributions
- Individual training opportunities (internal and external)
- Various discounts (Health, Car, Entertainment and much more)
- Employee events
- Flat hierarchy structure
- Warm and international corporate culture based on respect and cooperation

[Here](#) you can find more information about us as an employer .

About us

Hexagon is a leading provider of digital reality solutions and employs more than 24,000 people in 50 countries. You will be part of a strong, experienced, inspiring and motivated team of experts working together to shape the future of Hexagon. You can utilise and develop your skills in our highly innovative and diverse environment. Flexible working models allow you to ideally combine your professional and private interests.

Contact

If you have any questions, please do not hesitate to contact [Romina Kwandt](#), Talent Acquisition Specialist.

APPLY NOW

Leica Geosystems AG
Heinrich Wild Strasse
CH-9435 Heerbrugg

Job-ID: pgwhh7s7

