





Start at Consilio Consulting Bulgaria EOOD as soon as possible

Internal IT Support Specialist Microsoft 365 & Azure (m/f/d)

Sofia (Bulgaria)

As part of our internal IT team in Sofia, you are the first point of contact for employees across the company. You independently resolve IT issues, support our Microsoft-based environment, and ensure reliable day-to-day IT operations.

Your Responsiblities

- Independently handle 1st level IT support requests and incidents for internal employees, ensuring timely resolution and a high standard of service
- Troubleshoot hardware, software, and system issues, identify recurring problems, and escalate complex cases to 2nd level support when necessary
- Support and administer Windows devices, Microsoft 365 applications, and Azure services, including user accounts, access permissions, and everyday IT operations
- Provide remote IT support to employees, communicate solutions clearly, and maintain accurate documentation of incidents, resolutions, and IT processes
- Identify opportunities to improve internal IT support processes, contribute to IT projects, and help maintain a stable and secure IT environment

Your Profile

- Proven track record in IT support, with a strong focus on 1st level support, independent incident resolution, and reliable day-to-day IT operations
- Solid knowledge of Microsoft 365, Office 365, Windows environments, and Microsoft Azure, including user administration and access management
- Hands-on experience in troubleshooting hardware and software issues, managing support tickets, and providing remote assistance to employees
- Strong analytical and problem-solving skills, a structured and independent approach to work, and a friendly, service-oriented attitude
- Business-fluent English and Bulgarian, both written and spoken, as well as willingness to travel up to 10%, mainly to our office in Aschheim near Munich

Your Benefits

CONSILIO offers companies excellent consulting services in the digitalization and automation of company-wide business processes. Our consultants combine process-oriented and functional technical SAP application know-how with the aim of improving the competitiveness of companies through the effective and efficient use of standard software. Well-known national and international companies place their trust in us and build on our many years of experience, competence and innovative strength. Because we understand them.

Questions?

Your contact

Theresa Täubrich
Talent Acquisition Specialist

Apply now

