



Stiftung Studenten-Discount

Projekt Neptun

jobs@projektneptun.ch

+41 44 632 72 00

Student for Projekt Neptun Help Point in Zürich wanted

Projekt Neptun is a laptop program for students and university members. It provides model recommendations twice a year for high-quality, high-performance laptops, tablets and accessories that have been evaluated independently by a committee. The selected devices are offered for sale for four weeks only, at the start of each semester.

To be able to support customers easily and locally in case of problems, we operate a Projekt Neptun Help Point at the ETH Zurich Zentrum and ETH Campus Hönggerberg.

Key Responsibilities

Your job is to help Neptun customers with laptop problems. The problem spectrum ranges from simple user problems to complex error analyses for Windows and Mac, software and hardware. During the Neptun Wave you advise potential customers in the selection of a suitable laptop for their studies.

In addition, you would support the DataQuest Shop-in-Shop at the Help Point ETH Campus Hönggerberg, advise customers on Apple products and accessories, record and, if necessary, forward support cases.

Your Profile

- Good general IT knowledge, software and hardware
- Very good knowledge of Microsoft Windows and macOS. Linux and Adobe products of advantage.
- Very good communication skills, friendly tone, service-oriented
- Being able to explain technical issues / processes in an understandable way, especially for inexperienced customers
- **Fluent in German** and good knowledge of English, French or Italian would be an advantage
- Independent, reliable

Place of work: Zurich, ETH Zurich Centre and Campus Hönggerberg

Start of work: immediately or by arrangement

Degree of employment: approx. 15 - 40% (depending on availability)

Please send questions, as well as the electronic application documents including a short letter of motivation to: jobs@projektneptun.ch
