

IT Local Support Guadalajara R&D

Your tasks

- Provide technical support for Windows, Linux, and macOS computers, as well as mobile devices.
- Troubleshoot hardware and software issues, including driver installations, firmware updates, and application reinstallation.
- Assist users with basic technical problems and general "how-to" inquiries.
- Document incidents, resolutions, and follow-ups using IT service management tools.
- Support infrastructure-related initiatives such as equipment migrations, hardware refresh projects, and audits.
- Participate in training sessions and stay updated on new technologies and IT processes.
- Coordinate hardware and software procurement in alignment with company standards.
- Identify opportunities for optimization across hardware, software, applications, workplace integration, and user access.
- Contribute to data analysis and automation efforts to improve operational efficiency.

Your profile

- Experience/Qualifications · bachelor's degree in computer science, Information Systems or Engineering.
- Minimum 2+ years experience of troubleshooting of IT Services.
- Additional languages: English (Intermediate Level).
- Ability to manage customers.
- Excellent communication and collaboration skills.
- Problem-solving and analytical skills.
- Negotiation skills.
- Analytical mind-set.

Our offer

We are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

#LI-FE2

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

About us

Since its spin-off in September 2025 AUMOVIO continues the business of



Job ID
REF3642E

Field of work
Information Technology

Location
Guadalajara - Santa Anita

Leadership level
Leading Self

Contact
Felisa Espinosa

Legal Entity
**AUMOVIO GUADALAJARA
MEXICO, S. DE R.L. DE C.V.**

the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In the fiscal year 2024 the business areas, which now belong to AUMOVIO, generated sales of 19.6 billion Euro. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide.