

Technical Product Manager in IT Security Field (Budapest)

IT Services Hungary

Job ID:	101257
Country:	Hungary
Location:	Budapest
Region:	Budapest
Employment Type:	Full Time - Regular
Job Level:	Professional

Job Description

- Proactive overview of the systems/it-processes
- Ensuring overall operations, it-coordination, fault management, proactive resolution management, interface coordination (making sure all systems are working/cooperating).
- Provide 2nd Level Support, ensure hotline availability
- Monitor FMB for incoming incidents and forwarded customer complaints for incoming incidents, proactive management of support-tickets
- Ensure that license provision and product booking service is running
- Release-and Patch management: Monitor, initiate and supervise system & frontend changes, coordinate and secure requirements, steering of suppliers
- Ensure that the product's automatic price list distribution via all systems/API's is running
- Reduce downtimes and system troubles
- Simulate configuration changes in lab environment
- Generating reports (on-demand or periodic/regular incident reports)
- Reproduce and document occurring errors
- Generate logfiles to provide for investigation and forward to respective stakeholders for investigation Forward topics to responsible stakeholders via mail and phone to remediate incidents.
- Answer to Tickets, helping T-Shop workers to successfully book the Product
- Collaboration with stakeholders which are responsible for the respective operations

Job requirements

- Higher level (specialization) qualifications or relevant professional experience
- At least intermediate English and German language skills
- Willing to take over responsibility
- Willing to proactively solve issues and tasks
- Willing to be coached about unknown it-topics
- Strong business orientation
- Strategic thinking
- Team skills
- Enthusiastic about new business opportunities
- Inspiring breakthrough thinking and mindset
- Winning attitude
- High self-motivation
- Remarkable persuasiveness

 Advantages:

- Incident management
- Knowledge of TDG IT systems such as: TDS, CRMT, CAP, Carmen, SLUP
- Very basic understanding of IT: API's, databases, browser-sessions, cookies

IT Services Hungary

 IT Services Hungary is the biggest ICT employer of Hungary, the subsidiary of T-Systems International. Our company uniquely offers the whole portfolio of ICT-services operating from our centres in Budapest, Debrecen, Pécs and Szeged. We satisfy the needs of clients on international scale in the fields of system integration and operation, while our services also include all the widely used software and hardware platforms of SAP systems services as well as distant and local server operation, network management and supervision. Our work has been acknowledged by awards "Investor of the Year" (2008 and 2015) and "Employer of the Year" (2014/2015, National Champion). Since 2014, our company has also won the Superbrands award multiple times, while most recently IT Business gave us the title "The Most Successful ICT enterprise" in 2017.
 We are looking for experienced professionals to become part of our continuously developing and growing company!

Contact

IT Services Hungary

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