

Application Support Engineer

T-Systems Slovakia

Job ID: 101286
Country: Slovakia
Location: Kosice
Region: East Slovakia
Employment Type: Full Time - Regular
Job Level: Young Professional

Job Description

 General Description

- Application Support Engineer is an IT professional who provides technical support regarding a spectrum of mobile network related software used within our business sector.
- He is the first contact person for the users from all countries.
- The support covers first level support for all problems and questions as well as support for administration and configuration of given application.
- He is expected to solve simple problems autonomously and work on severe problems together with the developers and experts.

 Accountabilities

- Daily communication with customer (SK, CZE, HU)
- Coordinate communication with all involved parties (Experts, Development, Customer, etc.) of the application
- Identify and Evaluate Technology Solutions
- Problem management, Solving and Troubleshooting tasks
- Identify Potential Issues
- Work with Cross-Functional Teams
- Coordinates customer-driven and / or technical changes during product lifecycle
- Plans, controls and is responsible for complete application-based request fulfilment
- Check, execute, solve (where appropriate), and creates tickets (problem ticket, change management ticket, incident, delivery order (DO)) in order to maintain service to customers according to given quality KPIs
- Support for administration and configuration of application

 <u>Other Benefits</u>

- Cafeteria - individual benefit
- Trainings and development opportunities
- Discounts at various providers in Košice
- Possibility of Home office
- Pension savings contribution
- Meal vouchers contribution
- Teambuildings
- Extra vacation days
- Young and enthusiastic working environment
- Diversity Program
- Health Weeks
- Sport Activities
- Weekend Events
- Work life Coaching

- . Doctors at workplace
- . Credit card
- . Metro card
- . Referral bonus /financial/
- . Rotations possibilities

 Requirements

 Education

- . University degree (minimum Bachelor) ,

 Experience

- . Basic knowledge of SQL Databases & basic network configuration
- . Basic knowledge about radio network access technologies
- . Working Knowledge of IT Hardware and Software
- . Ability to learn and master employer-specific software
- . Complex problem solving
- . Written and verbal communication skills
- . Ability to diagnose & address application issues
- . LINUX at user level
- . MS Office knowledge

 Languages

- . English B2 or German B2
- . Hungarian B2
- . Czech B2

 Others

- . Communication skills
- . Organisation skills
- . Willingness to learn and travel
- . Pro-activity and pro-customer orientation
- . Be able to react on all kinds of user requests flexibly and with open mind

 Salary : Minimum base salary : 820 EUR (brutto)

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technologies.

T-Systems Slovakia was established in Slovakia in 2006 with the goal of providing information and communication (ICT) outsourcing solutions for the global corporate clientele of the Deutsche Telekom AG Group. The company has been based in Košice since its establishment. It was established as a subsidiary of T-Systems International GmbH, which has its head office in Germany and is a part of the global Deutsche Telekom AG Group.
The Slovak company provides outsourcing services for corporate customers in Germany, the European Union and at a global level. The size and breadth of activities and quality of work delivered by T-Systems Slovakia is a major reason why the T-Systems brand is the market leader in Germany and one of the big four ICT service providers in Europe.
The company has used the last decade to grow from nothing to the second-largest IT company in Slovakia and the second-largest employer in the east of the country. T-Systems Slovakia had 3,850 employees in Košice at the end of 2016, which makes it the second-largest shared service center in Slovakia and one of the top fifteen largest employers in Slovakia.
Thanks to our highly qualified and motivated employees, our company has the fastest growing added value in the IT sector in Slovakia.

Contact

T-Systems Slovakia

Miriám Szarvasová
miriam.szarvasova@t-systems.com