

# SAP ICT administrator II

T-Systems Slovakia

**Job ID:** 101404  
**Country:** Slovakia  
**Location:** Kosice  
**Region:** East Slovakia  
**Employment Type:** Full Time - Regular  
**Job Level:** Professional

## Job Description

<br><u> General description </u>

- Performing all kind of deployment tasks for Systems, Applications, and Products (SAP) AppCom plug independently and autonomously according actual standards.
- General knowledge and ability to support various components of the plug with specialization to certain area. Preparing customer specific solutions compliant with actual standards. Developing own methods and approaches for assigned area and propagating them in team.
- Independently 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 and internal processes (Incident Management - INM, Change Management - CHM, Problem Management - PRM, DeliveryOrder Management - DOM)
- 2nd and 3rd level environment.

<br> <br><u> Accountabilities </u>

- Execute project and other deliverables in order to fulfil Key Performance Indicators (KPIs) and management requests.
- Smooth and uninterrupted operation of customers' environment.
- Conformity with the internal work instructions and process guidelines within T-Systems.
- Follow the defined escalation standards in case of deviations.
- Investigate the root cause of incidents and initiate actions to improve or correct the situation.
- Record, evaluate, authorize, prioritize, plan, test, implement, document and review complex changes in controlled manner or escalate to higher authority.
- Act as technical lead, solves and coordinates activities across related technologies.
- Single Point of Contact for at least one customer or technology within supported service.
- Manage transition and transformations as well as daily operations in a role of Platform Service Delivery Management (SDM)
- Controlling implementation plans describing all necessary steps to deliver successful migration of designed standard solution.
- Participate on regular and/or irregular communication with colleagues in an international environment to ensure operational goals.
- Participation on on-call duties , independent solving and troubleshooting of incidents and errors within defined expertise
- Coordinates the use of internal technical support and vendor support to ensure troubleshooting, maintenance, and an efficient end-user support.
- Train and participate on education of other employees.
- Perform team specific non-technical tasks such as quality/ process/ reporting to support daily operation.
- Create and maintain documentation.
- Create, change and delete user accounts.

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- . 2nd and 3rd level environment.
- . Support in completing tasks for IT professionals or project managers as part of IT development projects.
- . Analysis of technical conditions and development of implementation alternatives for IT projects.
- . Responsible for handling tasks within the scope of the provisioning process (IT implementation, system testing, configuration management, provision/operation of the development environment).
- . Provides customer-specific consulting and support for complex system architectures, solutions and components.
- . Collaborates in developing, testing and launching complex customer solutions; optimization of existing system environments.

<br> <br><u> Technical tasks required for position </u> <br> <br> Technical tasks for predecessor position(s): <br><u>Linux, AIX, HP-UX basic administration</u>

- . User management
- . Program execution
- . Mounting remote storage

<br><u>AppCom</u>

- . Performing standard provisioning on DCS2 without help
- . Working with documentation
- . Understanding ESS concept and ability to deploy according actual standard.
- . Supporting basic administration tasks for ESS
- . Providing feedback to engineering
- . Using automation for installing Oracle software

<br>

- . Performing provisioning on DSM, DSI, DCS3
- . Updating existing documentation
- . Proposing improvements from his scope of operation
- . Responsibility for at least one of Dynamic platform/HANA support area besides basic support for all of them: coordination of mass actions, application cockpit operation, autodiscovery, ADOP-T QA, etc.
- . Processing and solving problem tickets
- . Working on-call duty

<br> <br><u>Technical tasks</u>

- . Responsible for new documentation
- . Supporting solving application related issues (backup, ...)
- . Acting autonomously as responsible for at least one of team responsibility area(platform) besides basic support for all of them;
- . Organize and manage change with multiple teams involved
- . Development/customization of less complex one purpose scripting solutions

<br> <br><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

<br> <br><u> Requirements </u> <br> <br> Education

- . High school

<br> <br> Experience

- . 3 years

<br> <br> Languages

- . English: CEF – B2

<br> <br> Others

- . Detailed knowledge of Information Communication Technology (ICT) environment
- . Valid certification in given technology
- . Overview of the Information Technology Infrastructure Library (ITIL) knowledge processes
- . Linux, AIX, HP-UX basic administration.
- . SAP Technology overview and knowledge.
- . Information Technology Infrastructure Library (ITIL) knowledge and process awareness.
- . Analytical skills.
- . Reliability and holds operational responsibility.
- . Ability to work under the pressure.
- . Good communication, organizational skills.
- . Customer orientation.
- . Vocational training or certificates in IT area.
- . Working on shifts or OnCall duties.
- . task group oriented (organization of own work, awareness of related activities, supervision of workgroups: set, schedule, monitor and review work of others)

<br> <br> SALARY MONTHLY BRUTTO : minimum 730€ + VARIABLE PART + CAFETERIA  
( Special Financial Benefit )

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## **T-Systems Slovakia**

technologies. <br> <br>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 Aktiengesellschaft Group (DTAG). 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. <br>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. <br>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. <br>Thanks to our highly qualified and motivated employees, our company has the fastest growing added value in the IT sector in Slovakia. <br>

### **Contact**

T-Systems Slovakia

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