

SAP Engineer 1

T-Systems Slovakia

Job ID:	102971
Country:	Slovakia
Location:	Kosice
Region:	East Slovakia
Employment Type:	Full Time - Regular
Job Level:	Professional

Job Description

 General description

- Perform, coordinate and improve most complex activities (3rd level environment) needed to provide IT services and the supporting infrastructure in order to fulfill relevant KPI's
- Plan, implement and maintain a stable technical infrastructure to support organization's business processes
- Identify weaknesses in used processes and eliminate them following industry and internal standards.

 Accountabilities

- Perform, coordinate and improve most complex activities needed to provide IT services and the supporting infrastructure in order to fulfill relevant KPI's
- Propose and perform regular inspections and improvement recommendations
- Diagnose and resolve complex tickets or escalate complex tickets with direct/potential impact related to IT infrastructure
- Restore normal service operation in case of Incident to fulfill SLA/OLA
- Investigate the root cause of complex incidents and then initiate actions to improve or correct the situation
- Evaluate, authorize, prioritize, plan, test, implement, document and review complex changes in controlled manner or escalate to higher authority
- Assess actual performance of IT infrastructure against its predicted performance. Any deviations between the two should be understood and proactively remediated, with vendors if necessary
- Create and maintain technical documentation to support IT service
- Identify weaknesses in used processes and eliminate them following industry and internal standards.
- Plan, implement and maintain a stable technical infrastructure to support organization's business
- Serve as technical lead to provide clear and comprehensive release and deployment plans
- Deliver effective training plans and concepts to train other employees and ensure their fulfillment

Job requirements

 Education

- University degree

 Experience

- 5 years of experience within the field

 Languages

- English B2
- German: advantage

 Others

- Expert knowledge and experience with ICT environment verified by professional level certification exams preferably from multiple vendors
- Complex ITIL knowledge corresponding to ITIL certification
- Project management/ Basic knowledge
- Basic financial literacy

T-Systems Slovakia

T-Systems delivers high-quality services combining information and communication technology (ICT). The company's broad expertise in both fields makes the business customer division of Deutsche Telekom a preferred partner for multi-national corporations, small and medium-sized businesses and public institutions. Over 160,000 customers from every industry worldwide benefit from the company's special expertise in providing integrated ICT solutions from a single source. T-Systems is the only company to offer its own complete ICT portfolio and to combine IT (Information technology) and communication technology to produce new solutions.

Contact

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