

# ICT Engineer for Windows

T-Systems Slovakia

**Job ID:** 106464  
**Country:** Slovakia  
**Location:** Kosice  
**Region:** East Slovakia  
**Employment Type:** Full Time - Regular  
**Job Level:** Professional

## Job Description

<br> Purpose <br>

- 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. Key accountabilities <br>- 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.- 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. <br> Employee perks, benefits - 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

## Job requirements

Candidates with education suit the position University education (Master's degree) Language skills English - Upper intermediate (B2) German-Advantage (B2) Personality requirements and skills Education - Field of studies: Information technologies, Degree: Secondary education, minimum number of years: 5

- Certification: At least one advanced certificate for relevant platform. IT Technical Skills - Core platform knowledge: Skill level: expert- Related platform knowledge: Skill level intermediate  
Soft Skills - Communication: Skill level: advanced-Analytical thinking: Skill level: expert- Team cooperation: Skill level: advanced- Training and mentoring: Skill level: expert- Presentation skills: Skill level: intermediate- Negotiation skills: Skill level: advanced Finance Skills - Financial literacy in respective business area: Skill level: basic Other Skills - Project management: Skill level: basic Other requirements - Knowledge of the ITIL processes. Scripting knowledge is advantage.- Participation on on-call duties , independent solving and troubleshooting of incidents and errors within defined expertise.

## **T-Systems Slovakia**

<br>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**

T-Systems Slovakia

Vladimír Varga  
vladimir.varga@external.t-systems.com