

ICT Administrator III. for Linux/Windows

T-Systems Slovakia

Job ID:	107674
Country:	Slovakia
Location:	Kosice, Kosice
Region:	East Slovakia
Employment Type:	Full Time - Regular
Job Level:	Young Professional

Job Description

 <u> Purpose </u>

- 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 (INM, CHM, PRM, DOM).
- 2nd and 3rd level environment.

 <u> Key accountabilities </u>

- 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 (INM, CHM, PRM, DOM).
- 2nd and 3rd level INM support.
- 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 and other deliverables in order to fulfil KPIs and management requests across related technologies.
- Single Point of Contact for at least one customer, area or technology within supported service.
- Participate on regular and/or irregular communication with colleagues in an international environment to ensure operational goals.
- 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.
- Create and maintain documentation.
- Perform team specific non-technical tasks such as quality/ process/ reporting to support daily operation.

 <u>Other Benefits</u>

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

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 <u>Experience </u>

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 <u>Languages</u>

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 <u>Certification</u>

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 <u>IT Technical Skills</u>

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 <u>Soft skills</u>

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 <u> Salary </u>
 Minimum monthly salary is 850 € brutto + variable part of salary + other financial benefits.The final basic wage component can be adjusted accordingly to individual skills and experience of selected candidate.

Job requirements

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

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 <u>Experience </u>

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 <u>Languages</u>

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 <u>Certification</u>

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 <u>IT Technical Skills</u>

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 <u>Soft skills</u>

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T-Systems Slovakia

 <u>The most trustworthy partner in information and communication technologies. </u>
 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

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