

Process Specialist

T-Systems Slovakia

Job ID: 113808
Country: Slovakia
Location: Kosice, Kosice
Region: East Slovakia
Employment Type: Full Time - Regular
Job Level: Young Professional

Job Description

Purpose Performs tasks related to the respective Production processes. Coordinates and controls processes according to valid standards in order to increase the efficiency of the service activity and customer satisfaction. Designs and produces internal and external reports related to process management.

- Key accountabilities
- Organize/participate on teleconferences/meetings with all required participants to inform about actions to be taken related to process topics
 - Contribute to continual process/ service improvement to increase customer satisfaction
 - Active participation in respective process communities to increase process awareness to expected levels Active participation in process related projects to ensure continuous improvement up to TSI Level
 - Execute (Implement) the interface between process and operational topics to ensure proper communication
 - Report regular KPIs and participate in setting up actions in case of deviation to keep quality on expected level
 - Knowledge sharing of respective processes to raise general awareness about processes

Other 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

Requirements Education

- Secondary education

 IT Technical Skills

- . ITIL/ advantage - basic
- . MS Office / Excel, Power Point; Outlook/ advantage - intermediate
- . PC skills / HW, SW/ - basic

 Soft skills

- . Effective communication skills
- . Analytical skills
- . Presentation skills – basic

 Languages

- . German – B1 mandatory
- . English - advantage

 <u> Other criteria or requirements </u>
 ADVANTAGE: Experience of IT operations across at least 1 area (e.g. application operation, OS operation, network, storage, etc.) Experience of IT operations across at least 1 area (e.g. application operation, OS operation, network, storage, etc.) Flexibility Responsibility Pro-activity and pro-customer orientation Ability to work as an individual also as a part of the team
 <u> Position specifics </u>
 SL / Unit - Reports to Local Superior
 - Reports to Corporate Superior
 <u> Salary </u>
 Minimum monthly salary is 815 € 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.

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T-Systems Slovakia

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

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