

Lead Incident Manager for Network Department

T-Systems Slovakia

Job ID: 86945
Country: Slovakia
Location: Kosice
Region: East Slovakia
Employment Type: Full Time - Regular
Job Level: Professional

Job Description

<u> General description </u>
Overall responsibility for an Incident and its rectification in strict accordance with standards (as appropriate by means of Service Level and/or Operational Level Agreements) and is also responsible for correctness and completeness of documentation within the Incident Record.

<u> Accountabilities </u>

- . Handle the Incident during its whole existence with strict observance of SLA/OLA (avoiding long-dated-tickets, avoidance of preventing idle periods of Incident Records)
- . Control correct assignment of Incidents
- . Coordinate information on time in case of critical incidents or impending breaches of SLA/OLA.
- . Plan and organize the completeness and quality of all necessary information of the Incident during its whole existence until the accepted removal of the issue
- . Clarify all responsibilities being unclear
- . Schedule the Incident
- . Classify and prioritize the Incident
- . Make a diagnosis of the Incident
- . Coordinate solving of the Incident and closing of the Incident
- . Initiate the Major Incident Process on suspicion of a Major Incident
- . Handle hierarchical escalation - requesting resources - Functional authorization of sectors involved

<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,

<u> Requirements </u>
 Education

- High School / University degree

 Experience

- ICT Operational environment (advantageous)
- Understanding of ICT operation
- Knowledge of Quality and Process Management

 Languages

- English – advanced (fluency in speaking)
- German – advantage

 Others

- Advanced communication skills
- ITIL overview – Incident Management: big advantage
- IT overview: big advantage
- Stress resilient
- Results oriented, initiative and enthusiastic
- Structured thinker
- Developed soft skills and experience with customers
- Intercultural experience

 Salary:
min 900salary base + variable part + other 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

 The most trustworthy partner in information and communication technologies.

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

Martina Mano
martina.mano@t-systems.com