ICT Administrator III for Windows

T-Systems Slovakia

Job ID: 94833
Country: Slovakia
Location: Kosice
Region: East Slovakia
Employment Type: Full Time - Regular
Job Level: Professional

Job Description

<u> General description </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> 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 environment.
- Execute project and other deliverables in order to fulfil KPIs and management requests.
- 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.
- Controlling implementation plans describing all necessary steps to deliver successful migration of designed standard solution.
- Participate on regular and/or irregular communication with colleagues in an international environment to ensure operational goals.
- Participation on on-call duties , independent solving and troubleshooting of incidents and errors within defined expertise
- Coordinates the use of internal technical support and vendor support to ensure troubleshooting, maintenance, and an efficient end-user support.
- Perform team specific non-technical tasks such as quality/ process/ reporting to support daily operation.
- Create and maintain documentation.
- Create, change and delete user accounts.

<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 degree

 Experience
- 3 years within the field

 Languages
- English B2
- German advantage

 Others
- Detailed knowledge of ICT environment
- Overview of networking – TCP/IP, ISO/OSI
- Overview of backup / restore technologies
- Advanced knowledge of MS Windows server administration
- Advanced knowledge of Microsoft applications / features (AD, GP, WSUS, DNS, DHCP)
- Overview of the ITIL processes
- Availability for on-call duty in agreed times

Minimum base salary 850 € + variable part + 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

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

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