

Role	Description
<p>Junior IT Systems Engineer (Tier 1-2)</p> <p>Job Description</p>	<p>ROLE PURPOSE</p> <ul style="list-style-type: none"> • Configure and administer a defined technology/system (e.g., Hardware, Operating Systems, network and middleware) in support of on-going operations and projects. • Manage incidents and requests for a defined technology environment • Provide network specific technical expertise for the support of security network system requirements. • Mainly Tier 2, partly Tier 1 Support Level • Working with a global team, providing Network-/Security Services on a high level of quality, e.g. Management and Support of <ul style="list-style-type: none"> ○ +70k VPN Users, +20 Remote Access Gateways ○ +900 3rd Parties Extranet Connections ○ Authentication Gateways and Access Control ○ +70k Hard-Disk Encrpytion Users <p>MAJOR ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Support and be responsible for defined system administration activities on an allocated/defined system or environment. • Actively respond to incidents and requests • Support and improve system environment and services (sizing). • Support defined areas of the business, e.g. departments or countries in user and operational requirements, troubleshooting and migration to new versions. • Write all related documentation / update data in online tools (Changes, Validation docs, systems proposals/recommendation, etc). • Act and perform according to defined SLAs • Design configuration and administration in support of on-going projects, moves and changes • Execute change management activities. • Interaction with other support teams around the world <p>KEY PERFORMANCE INDICATORS / MEASURES OF SUCCESS</p> <ul style="list-style-type: none"> • Achieve agreed targets in terms of quality, time and cost. • Ensure stable and well performing system environment. • Apply professional competencies to administrate and optimize the assigned system environment. <p>POTENTIAL CARRER DEVELOPMENT</p> <ul style="list-style-type: none"> • Training and Certification of one or more products managed by Wizlynx • Product and/or Service Champion • Improving to higher Operational Tiers and/or TeamLeader • Assignment of some Service Delivery tasks up to and including full Service Management
<p>Junior IT Systems Engineer</p> <p>Skills</p>	<p>EDUCATION/WORK EXPERIENCE</p> <ul style="list-style-type: none"> • IT apprenticeship • or 1-2 years of working experience <p>LANGUAGE SKILLS</p> <ul style="list-style-type: none"> • Fluent english in speech and writing • Excellent local language in speech and writing <p>SOFT SKILLS</p> <ul style="list-style-type: none"> • teamplayer • flexible attitude, reliable • network maps and document writing • customer friendly appearance • willingness to travel <p>IT SKILLS</p> <ul style="list-style-type: none"> • Networking fundamentals, mainly TCP/IP • Basic understanding in Routing and Switching protocols • Microsoft OS and Office knowledge • Wireless technologies and protocols know-how desirable • VPN technologies (IPSec and SSL) desirable <p>CERTIFICATIONS / TRAININGS (of advantage)</p> <ul style="list-style-type: none"> • IT Security related trainings/certificates • Network (incl. Wireless) related trainings/certificates • ITIL Foundation v2 or v3