

JOB DESCRIPTION

JUNIOR APPLICATION ADMINISTRATOR

SL / UNIT	CONTACT PERSON
Telekom IT	Paulína Rusnáková / paulina.rusnakova@t-systems.sk
DEPARTMENT / TEAM	
TSI	

GENERAL DESCRIPTION/

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.

ACCOUNTABILITIES

Generic accountabilities:

- Operative interface between Service Delivery Management, Customer, Development, Vendors and other delivery units
- 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.
- Plans, controls and is responsible for complete application-based request fulfillment
- Support and consult Service Delivery Management
- Coordinates incident, problem, change, escalation management and operational documentation
- Coordinates customer-driven and / or technical changes during service lifecycle
- Coordinates change approval in face of all Change Advisory Boards

Job specific accountabilities:

- Functional steers whole service chain for small to medium applications/services
- Independently executes standard tickets to provide service according to KPIs.
- Support Junior Administrators to spread knowledge level in the team and develop their skills.
- Responsibility for service asset- and configuration management
- Support project and other deliverables in order to fulfil KPIs and management requests
- Support and consulting of Service Delivery Management during order and pre-sales process and cost optimization

REQUIREMENTS

Education	<ul style="list-style-type: none"> • Preferable Technical High school degree
Experience	<ul style="list-style-type: none"> • 2+ year • Technical overview in OS, Network, Storage, Back up, Databases, Middleware, Scripting • Basic project management overview • ITIL knowledge



Languages

- German (mandatory) B2
- English (mandatory) B1

Others

- Teamwork
- Communication skills

