

## Employment Offer / Requirements Profile

### **Support Employee (m/f) for the Service Operation Center department (2nd and 3rd Level) for an international IT infrastructure and security firm at a location in the USA/Canada (East Coast) or Central America/Brazil – Home Office**

On behalf of a client, we are searching for a Support Employee (m/f) for the Service Operation Center department (2nd and 3rd level) for a location in the USA/Canada or Central America/Brazil. This opportunity concerns itself with an economically strong and growing IT business group that specializes and focuses on IT accessibility and security of businesses with worldwide locations. The group currently provides 1,000 client locations in nearly 80 countries across all continents with the highest possible availability and security. The performance achievements range from the establishment of connections with wide-ranging technologies, data protection through encryption processes and the protection of sites against unauthorized access, to emergency maintenance or changes. With the most modern of techniques, production data concerning branch offices and mobile users can be secured in central client archives, alongside simultaneous checks of availability of all connections, components and systems.

The requested Support Employee (m/f) for the Service Operation Center department is responsible, on 2nd level support, for the diagnosis and analysis of faults, as well as the ascertaining of the cause of disturbances, and 3rd level support. A quick solution for individual faults will hereby be realized as permanently as possible or through a temporary workaround. Further to this, the employee will also be entrusted with cause research and investigation, alongside associated sustainable avoidance of future incidents. Equally, the initiation and processing of tickets upon consultation with the Service Desk (1st level) belong to the task fields of the searched employee. Moreover, close cooperation with all technical departments of the business group will take place.

The position requires a good knowledge of English and German, as well as several years of employment experience in the field of Incident and Problem Management, or a similar and comparable area of responsibility. Knowledge in the areas of CISCO-based networks and network security are required, as well as knowledge of the WAN and LAN sphere. With this in mind, a technically sound background with outstanding knowledge of the current IT infrastructures, especially TCP/IP, internet connections, routing and switching, network security, RAS solutions, alongside knowledge in the fields of LAN (layer 2 and 3), server and operating systems (Microsoft, Linux etc) is required. Ideally, further experiences in projects and contact with business clients and business partners are desired. A completed university education, as well as knowledge of ITIL, is also necessary. In addition to this, you should bring teamwork capabilities, an ability to cope with pressure, a quick perceptive faculty and good analytical aptitude with you.

#### The position in summary

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| <b>Date of joining:</b>      | ASAP   |
| <b>Principal office:</b>     | North Rhine-Westphalia/Germany                                   |
| <b>Employment nature:</b>    | Full-time position or permanent freelance practice – Home Office |
| <b>Application deadline:</b> | Sunday, 12th April 2009  |

## Task definition

### Support Employee's (m/f) tasks for the Service Operation Center department (Incident Management, 2nd; Problem Management, 3rd level):

- Diagnosis and analysis of faults and ascertaining of cause
- Quick removal of individual faults, as permanently as possible, or through a temporary workaround
- Cause research and, through this, the sustainable avoidance of future disturbances
- Initiation and processing of tickets upon consultation with the Service Desk
- Close cooperation with all technical departments of the business group
- Network design and network consulting

## Requirements

### Specialist must-have skills:

- Good knowledge of English and German (both written and spoken)
- Minimum of 4/5 years of employment experience in a comparable area of responsibility, especially in the areas of CISCO-based networks and network security, as well as knowledge of the WAN and LAN sphere
- Technically sound background with outstanding knowledge in the fields of MPLS, IP-VPN, TCP/IP, routing and switching, network security, RAS solutions etc.
- Technically good knowledge in the fields of LAN (layer 2 and 3), servers and operating systems (Microsoft, Linux etc) and ITIL
- Experience in contact with business clients and business partners and in project work
- Experience in telecommunication sector

### Specialist nice-to-have skills:

- Ideally, further language knowledge, such as Spanish or Portuguese

### Personal must-have skills:

- Perceptive faculty and good analytical aptitude
- Methodical and target-oriented work ethic
- High extent of individual responsibility and flexibility (willingness and ability, also to act surely in complex and changing structures and projects)
- Time flexibility (shifts and on-call service), a Tuesday-to-Saturday workweek would be ideal
- Team abilities, communication and consultancy strengths

If you are interested, please promptly send us a convincing online application in the English language to [till.obernolte@ts-personalberatung.de](mailto:till.obernolte@ts-personalberatung.de). If you have any queries, please do not hesitate to contact us.



#### Till Obernolte

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