 Ваш надійний помічник

Support Administrator

📍 Київ,

Компанія: Апейрон Систем
Рубрики: IT, WEB фахівці

Побажання до співробітника

Досвід роботи: від року

**Опис
вакансії**

Требования:

Desired Skills & Experience

• 1+ year of experience on a relevant position;

• Excellent English (both written and spoken);

• Strong troubleshooting skills;

• Intermediate knowledge of T-SQL;

• Knowledge of Microsoft IIS; MSSQL or MYSQL;

• Good understanding of change process;

• Responsibility and self motivation;

• Ability to learn new technologies and software quickly;

• Ability to multitask and prioritize between competing activities;

• Willing to work Out of Hours where required, to be flexible and to be a team player;

• Experience working in broadcast industry, video files processing/converting is also beneficial, but not essential.

Responsibilities Include but not Limited to:

• Processing clients' requests in Service Desk;

• Updating and managing the Knowledgebase;

• Identify recurring incidents and find the permanent solution by liaising with developers;

• Cooperating with QA and system administrators if technical help is required for a client;

• Passing the feed-back to the management and developers;

• Being a part of support team and doing shifts on rotation (07:30 am to 12:00 midnight UK time);

• Being a part of support team on on call during evenings and weekends;

• Ensuring the system is up and running all the time at its peak performance, checking the backups are done correctly.

Benefits:

· Western-style reward system

· Paid over-time and part-time tasks

· Paid sick days

· 1 month of paid vacation

· Medical insurance

В теме письма указывать Support Administrator для Ирины

Контактна інформація

Телефон: +38 (044) 227-44-63

Адреса: Украина,Киев, ул. Мельникова, 2/10

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