

## IT System Administrator / Informačné Systémy / IT System

### Administrator / Information Systems

Uchádzača overíme na vašu žiadosť

Očakávaná mzda: **3 500 €**

Cena: **4 200 € bez DPH**

#### Preferovaná pracovná pozícia

Servisný inžinier

Centrá zdieľaných služieb

Bankové informačné systémy

Informačné systémy (IS)

IT System Administrator

#### Preferovaná lokalita

Bratislavský kraj

Trnavský kraj

Nitriansky kraj

Švajčiarsko

Okres Viedeň

#### Jazyky

Slovensky - Expert (C2)

Anglicky - Pokročilý (C1)

Poľsky - Začiatočník (A2)

Nemecky - Začiatočník (A2)

#### Zručnosti

AutoCAD - Pokročilý, Corel PHOTO PAINT - Základy, Corel Draw - Základy, Microsoft Hyper-V - Pokročilý, Microsoft Share point - Základy, Microsoft Windows - Expert, Pascal - Základy, Pro/ENGINEER - Základy, SAP - Základy, SQL - Základy, MS Visual InterDev, Studio - Základy, Mechanical Desktop - Pokročilý, Microsoft Office - Expert

## Pracovné skúsenosti / Work experiences

01/2019 - present

### Application Service Desk Support for European AIS Database (EAD)

Zameranie spoločnosti:

*IT support*

- » monitor and handle European AIS Database (EAD) Service Desk tickets assigned to the Application Providers on behalf of the Development team to ensure they do not breach Service Level Agreement (SLA within ITIL standards). (AIS by ICAO Annex 15 - Aeronautical Information Services) -responded to and resolved support tickets in a timely matter.
- » communicate in English with the clients via the ticket or email to collect sufficient information to reproduce issues.
- » investigate the reported issues and create a reproducible problem report for the Development team.
- » follow-up the status of the created problem reports with the Development team and report back to the Service Desk tickets.
- » common responsibilities highlighted are applying diagnostic techniques, completing problem-solving processes, managing customer accounts to resolve problems with hardware and software and forwarding customer suggestions to appropriate teams.
- » created cases according customer issues with using JIRA ticketing system.
- » reviewed existing technical solutions for improvements and efficiencies.
- » identify and escalate situations requiring urgent attention to Oracle Database team or JAVA Development team and third parties.
- » create and maintain documentation in Lotus Notes 8.5 for knowledge sharing.
- » participation on projects, development life cycle.
- » creating Oracle Database reports for customers via SQL scrips in SQL Developer.
- » check Java application, system and HW logs on Linux server via Terminal or WinSCP.
- » participation Testing of company JAVA aeronautical application products manually or via SOAP UI. (DEV, SQT, FAT, SAT,...)
- » prepares recommendations and presentation to management.
- » interact with all levels of staff/teams to resolve various technical issues.
- » supporting aeronautical application products: Static Data Operation Data Provider (SDO DP), Static Data Operation Data User (SDO DU), Static Data Operation Graphical Tool (SDO GT), International NOTAM (Notice to Airmen) Operation Data Provider (INO DP), International NOTAM (Notice to Airmen) Operation Data User (INO DU), EAD System Interface (ESI), Internet File System (IFS), Legal Recording Investigation (LRI), Pre-Flight Information Bulletin (PIB), User Management System (UMS), Workflow Management (WFM)

06/2016 - 12/2018

### 3rd line NT SAP support - Windows Delivery Lead

Zameranie spoločnosti:

### IT support

- » delivering Windows servers and Microsoft technologies solutions within HP cloud
- » focus on 24/7 SAP services and critical production on several customer accounts worldwide (emea/apac) within HP cloud (IaaS+PaaS) environment
- » responsible for full lifecycle of the environment (build/release-setup-rundecommission)
- » responsibility for service delivery according to the Service description (SLO and SLA) within ITIL standards (incident, change, problem management and root cause analysis (RCA))
- » participation on "in-to-cloud" migration projects and technical consultancy
- » HA solutions (Microsoft Clustering Technology - local and metro clusters based on HP 3PAR CLX cluster technology)
- » active Directory deployment and ownership
- » compliance and security findings remediation
- » patching management of Microsoft Windows servers via HPSA
- » deep technical support for Windows servers (2003, 2008, 2012) used for SAP Application
- » close cooperation with other technology delivery teams UX, SAP, DB, Backup in order to establish implementation plans for changes, projects and backup and recovery
- » documentation review and creation
- » minimizing the amount of unplanned downtime in the customer's production environment and to achieve a high level of customer satisfaction
- » keeping contact with the account team and customer verbal and written with in English language, is motivated and able to manage high levels of stress worked in mixed teams and is multi-lingual.

09/2014 - 05/2016

### System Administrator/Technical PreSales

Zameranie spoločnosti:

#### IT support

- » working with Suppliers licenses, software and hardware
- » cooperate with preparation of quotation
- » responsible for Windows servers on Tier 3 support line
- » provides support to Microsoft Windows Systems (2003, 2008, 2012) - operating system installation, maintenance, update and upgrade as well as troubleshooting hardware components
- » install, configure and support IBM Cognos ,Microsoft SQL Server 2012, Microsoft SQL Server Cluster, Microsoft SharePoint 2013, Microsoft Failover Cluster, Microsoft Internet Information Services, Microsoft Team Foundation Server, Microsoft Hyper-V, Microsoft Services and Features (Active Directory, DNS, DHCP, .NET Framework...)
- » create and support customized Microsoft Team Foundation workflow in Microsoft Visual Studio

- » work with servers and software from vendor: Hewlett Packard, DELL, IBM, VMware, Red Hat, Microsoft,...
- » cooperate with other teams to solve issues (Software Developer, Test, HR, Sales, Project, Management,...)
- » deploying software releases to Microsoft Windows servers
- » communication verbal and written with vendor's in English language
- » solve customer's problems to his/her the best satisfaction
- » configure, maintain and operate Windows cluster
- » support the integration of 3rd party applications to the corporate Infrastructure
- » participate on projects
- » provide services according to the company standard processes
- » support other team members

08/2012 - 08/2014

## Windows System Specialist

Zameranie spoločnosti:

### *IT support*

- » responsible for Windows servers on Tier 3 support line
- » provides support to AT&T IT Microsoft Windows Systems (2000, 2003, 2008, 2012) within ITO including operating system installation, maintenance, update and upgrade as well as troubleshooting hardware components, storage (SAN), root cause analysis (RCA)
- » work with servers from vendor: Hewlett Packard, DELL, IBM, VMware
- » configure, maintain and operate Integrated Lights-Out (iLO), DRAC, RSA
- » cooperate with other AT&T team to solve issues on server (Network, Firewall, Storage, Application, Management,...)
- » deploying operating systems, software applications, hardware and software inventory and software updates with Microsoft System Center Configuration Manager 2007 and 2012
- » communication verbal and written with customer's in English language
- » solve customer's problems to his/her the best satisfaction
- » working in Remedy 7.5 ticket tool concerning task severity and criticality and business SLAs
- » configure, maintain and operate Windows cluster
- » support the integration of 3rd party applications to the corporate Infrastructure
- » support of the security SW
- » participate no projects
- » create and implement 2nd and 3rd level technical problems/change requests on the internal IT service desk system
- » provide services according to the company standard processes
- » support other team members

02/2012 - 07/2012

### Technical Support Engineer

Zameranie spoločnosti:

*IT support*

- » support and replicate customer issues with ESET products (ESET Smart Security 2.7,3,4,5,6; ESET NOD32 Antivirus 2.7,3,4,5,6; ESET Endpoint Security ESET Cyber Security for MAC; ESET Mobile Security; ESET Remote Administrator; ESET NOD32 Antivirus for Linux / Lotus Domino / Windows File Server; ESET Mail Security for Microsoft Exchange Server, Linux; ESET Gateway Security for Linux)
- » solve customer's problems to his/her the best satisfaction
- » worked in tools: Web Gad, SysInspector, GMER, Wireshark, Avenger
- » communication verbal and written with customer's in English and Slovak language
- » test ESET products
- » analyze process dump

## Vzdelanie / Education

1999 - 2003

### Secondary technical school

Mechatronic