Az **AUTONET** – a svájci központú **SAG** cégcsoport
autóalkatrészek, fényezési anyagok, diagnosztikai és szervizfelszerelési
cikkek nagykereskedelmével foglalkozó –magyarországi
tagvállalata munkatársat keres az alábbi pozícióban:

Application Support Officer

Tasks:
- You will provide support in the implementation and monitoring of the SLA (service level management process)
- Diagnose problems based on the analysis of detected irregularities and manage the process of their solution (problem management process)
- Grant, modify and withdraw allowances and access rights to IT systems according to the approved scope of responsibilities based on the accepted user requests (request fulfilment process)
- Perform administrative activities for IT solutions (IT application maintenance process and deployment management process)
- Participate in trainings on the operation / utilisation of applications and company business systems
- Co-operate with Suppliers with regard to the solution of incidents related to business applications
- Create and update technical documentation, knowledge base and procedures for solving typical incidents and problems related to the Company business systems (knowledge management process)
- Implement tasks improving the quality of services provided by the IT in terms of applications and supporting processes (continual service improvement process)
- Active participation in the IT solutions change process (change and release management process processes) and projects (service transition management process)
- Provide support for capacity management processes for applications and the environment (capacity management process)
- Provide support for application availability management process (availability management process)
- Monitoring of applications and verification of the correctness of IT solutions operation
- Perform other duties related to IT systems as assigned by the line manager

Expectations:
- Bachelor degree (Computer Science preferred) or equivalent IT qualification
- Analytical skills
- Problem solving and diagnostic skills
- Good Communication skills
- Time management skills, accuracy and reliability
- Ability to independently take decisions
- Team work
- Good knowledge of Windows Server, MS SQL, Domain Services (DNS, DHCP, AD ect...)
- Good knowledge Windows10/11, MS Office 365
- Good knowledge of Microsoft Dynamic AX 5 and / or Dynamic 365, Power BI
- Basic knowledge of Cloud platforms (Azure)
- Good knowledge of ITSM tools (i.e. JIRA and Jira SD)
- Good knowledge of ITIL processes (Incident, Request, Change, Problem...)
- Experience in logistics and warehouse workflows, systems, apps and HWs (conveyor, ect.)

What we offer:
- Multinational company with an international background
- Professional training
- Supportive team
- A dynamic, growing, well-known and respected company in the market,
- Support for commuting to work
- Employee shopping discount

How to apply:
By clicking on the apply button, please attach your CV if you are interested in the opportunity