

# Specialist IT-Operations (m/w/d)

immediately in Cologne (full-time, unlimited)

## What we offer:

Short distances, open doors, fun at work, a team of motivated and competent people and all this in a modern office in the middle of the Schanzenviertel. With us, every individual can contribute their skills and passions and further develop their potential. You will work in an innovative and team-oriented environment with open communication, short decision-making processes and good options for personal development.

## These are your tasks

- First and second level support: first point of contact for customers, but also partners and colleagues in case of technical questions or application problems, on the phone as well as via mail or ticket system
- Development of problem solutions and technical concepts, independently and in a team
- sellify project business: setup of sellify modules for new customers and updating sellify modules at existing customers
- Administration/maintenance of the internal IT infrastructure
- Administration/provision of virtual development environments

## What you bring with you:

- business fluent German (min. C1), good command of English
- high affinity for customer communication
- structured and analytical way of working
- confident appearance
- high degree of responsibility
- several years of professional experience in first and second level support as well as project experience
- profound knowledge in SQL as well as SQL server administration
- practical experience in general Windows server administration, especially Active Directory
- practical experience in network technology (TCP/IP, firewall)
- knowledge in virtualization (VMware/Hyper-V)
- optimally knowledge in Jira and Confluence

## That's us:

With our own software solution sellify as a basis, we develop individual solutions for the organization of daily office tasks and managed communication. Since 2010, well-known customers from a wide range of industries and of all sizes have relied on our concepts to organize their everyday business. Our modern office in a former factory complex in the Schanzenviertel offers free space for creative thinking and solution-oriented work. It is optimally accessible by bus, train and there are also sufficient parking spaces available for those arriving by car.



## Our benefits (among others):



Working in a team



unlimited contractual relationship



Flexible working hours  
HomeOffice



Performance pay



Team events



Modern Open Workspace



Company laptop



Good transport connections

## Sounds like you?

Then simply contact us at [jobs@businessacts.de](mailto:jobs@businessacts.de) with a resume and a sample of your work. We will also be happy to answer any questions you may have about the training, us or the application process.

our contact person at our company is Stephan, who will train you to become a development professional with his many years of experience.



## Specialist IT-Operations (m/w/d) ab sofort in Köln (Vollzeit)

Skills	Priorität	Skill-Niveau	Softskills	vorhanden
SQL-Server Administration	1	3	Affinität zu Kundenkommunikation	
SQL-Kenntnisse	1	3	Sozialkompetenz	
SQL Profiler	4	2	gutes Organisationsvermögen	
Allgemeine Windows Server Administration (insb. Active Directory)	1	2	sicheres Auftreten und hohes Verantwortungsbewusstsein	
Exchange Administration	4	2	Sehr gute Deutschkenntnisse	
Netzwerktechnik (TCP/IP, Firewall)	1	3	Englischkenntnisse	
Virtualisierung (VMware / Hyper-V)	3	2	Fehleranalyseerfahrung - Analytisches Denken	
Unix (docker)	4	3		
Powershell	3	2	<b>Ausbildung</b>	
Azure-Cloud (Z.B. VirtualDesktop)	3	2	keine formalen Voraussetzungen	
Office-365	3	2		
XML	2	2		
SOAP / REST	3	2		
<b>Tools</b>				
Jira	4	2		
Confluence	4	2		
<b>Berufserfahrung</b>				
First-/und Secondlevel Supporterfahrung	2			
Mehrjährige Berufserfahrung	1			
Projekterfahrung	2			

### Priorität

- 1 Unerlässlich
- 2 Sehr wichtig
- 3 Wichtig
- 4 Nice to have
- 5 Eher unwichtig

### Skill-Niveau

- 5 Koryphäe
- 4 Profi
- 3 Intensive Praxiserfahrung
- 2 Erste Praxiserfahrung
- 1 Grobes Verständnis und Interesse

Wir freuen uns Dich kennenzulernen!

Bewirb Dich unter [jobs@businessacts.de](mailto:jobs@businessacts.de). Dein Ansprechpartner: Robin Böhm