



ManpowerGroup is a worldwide innovative forerunner and leader in the field of employment through the provision of services and workforce management solutions for clients and helping people in their career development with the aim of understanding the needs of the clients and candidates in the changing world of work.



On behalf of our client, global leader in the traditional flooring industry, with a steady growth and profitability over the last years, which is recognized as great place to work with a customer focused culture, ManpowerGroup Serbia is searching for an independent candidate to take the challenge and to successfully fill the position of:

System Engineer

Location: Novi Sad

Job description:

- Implement changes (enhancements), corrections and preventive actions on the Group infrastructure according to the Service Level Agreement and to the Group security and rules;
- Ensure real time monitoring and continuous improvement of the infrastructure within the technology stream;
- Plan and prepare change implementation by writing chronograms, procedures;
- Handle Change/ Service / Incidents requests tickets through the ticketing tool and implement changes in the configuration according to requests and underlying procedures;
- Run periodic checks (including Good Morning checks) to make sure the key infrastructure components are up and running, and are compliant with standards;
- Work with appropriate teams to identify and address incidents and ensure the handling is effective;
- Propose solutions to resolve issues and contribute to root cause analysis reports;
- Work in a continuous improvement mindset.

Candidate profile:

- University degree
- At least 3 years of experience in operations in infrastructure area
- Practical knowledge in:
 - VoIP/Lync 2013 telephony inc reporting, integration with Microsoft Exchange 2013 / Media Gateways
 - Videoconferencing: Polycom infrastructure
 - Unified Communication: Lync collaboration
 - Contact Center solution: Interactive Intelligence, Genesys or other solutions managing multi channels contact center
- Fluent English language knowledge is mandatory

ManpowerGroup is an Equal Opportunity Employer and considers applicants for all positions without regard to gender, marital status, national origin, age, creed, religion, race, color, ancestry, sexual orientation, physical or mental disability.

All applicants will be informed and shortlisted candidates will be invited for an interview.

JOB ID: 2214
www.manpower.rs

APPLY NOW

Deadline for application:
10.07.2017.