

Senior System Engineer for BU Payment Card (m/f)

Asseco South Eastern Europe (Asseco SEE or ASEE) group is one of the largest IT companies in the area of production and implementation of its own software solutions and services in the region of South Eastern Europe and Turkey.

The Company provides ICT solutions for various industry verticals including the financial sector, payment sector, public administration and telecoms.

Since October 2009, the shares of Asseco South Eastern Europe (Asseco SEE) have been listed on the Warsaw stock exchange.

Asseco SEE group employs over 1,400 people in 13 countries. More than 10 banks out of the 15 largest banks in southeastern Europe are already clients of Asseco

If you want to develop in a new direction or move forward on your current career path, we offer both fresh graduates and experienced professionals a wide range of opportunities to continue their personal success stories.

Asseco South Eastern Europe is looking for a Senior System Engineer for BU Payment Card who will be responsible for 1st and 2nd line support and maintenance of Card System & Software and related products and applications.

Main accountabilities:

- 1st and 2nd line support of the Card System and associated products;
- Direct communication with customers in order to provide service required;
- Registering all questions, change requests and other requirements raised from the end customer into issue tracking system;
- End customer consultancy (by Phone or e-mail) related to Card System usage, configuration and administration;
- Card System implementation on a client location or by usage of distance working tools as well as local on-site support;
- Delivering information to end customer related to new Card System products, developments, versions and new releases of Card System;
- Implementation of new Card System versions and releases in end customer environments and maintenance for such tracks to end customer by answering questions and consulting;
- Acquiring and analyzing log files and delivering simple solutions to end customer;
- Providing consultancy support for Oracle database and operating system (OS) in such database and/or OS has relations with Card System environment;

- Verification of Oracle database indexes and setting up new indexes in required so to improve performance for Card System;
- Preparation of trainings curriculums and corresponding documentation for end client;
- Creating technical and users documentation.

Requirements:

Min. 3 years of working experience in the field of 1st and 2nd line support and maintenance of Card systems, applications and processing.

Education:

Bachelor's/Master's degree in either discipline: IT/Computer Engineering/Electrical Engineering.

Language:

Local Languages in B&H - native language;

English: Advanced level allowing fluent communication, making presentations, preparing complex written statements and documents associated with performed tasks, as well as participating in trainings conducted in English language.

Required Skills, Knowledge and Experience:

- Advance knowledge of MS Windows operational systems, MS Office tools, as well as remote access software;
- Knowledge of Unix/Linux/Oracle;
- Good to have Tuxedo, Tomcat, LDAP

Competencies:

- Strong drive to achieve the best results against internal or external standards of excellence;
- Good planning and organizing abilities;
- Solid analytical skills and ability to understand complex problems;
- Ability and willingness to work as a part of team and to build strong working relationships;
- Able to maintain clear and regular communication with customers with focus on listening and responding to their concerns;
- Openness to continuous acquisition of new skills and competencies, as well as to improve existing.

Lokacija: Sarajevo

Datum objave: 26. Jul 2016.

Datum isteka: 25. Aug 2016.