Our client is one of the leading healthcare providers in Europe and has a correspondingly international presence. You can expect a variety of challenges and flat hierarchies in a renowned large company.
For the location in Mannheim, our client is looking for a qualified, permanent position at the earliest possible date:

Infrastructure Specialist UCC (M365/Teams & Exchange) (m/f/d)

Job-ID: CF-00006005
Job-Ort: Mannheim
Remoteanteil / Home Office: 80%

Your main tasks:

- Maintenance and troubleshooting in the area of central infrastructure and operating system-related applications for 27 countries in Europe
- Monitoring, optimisation and reporting of provider performance with regard to key figures and throughput times for service requests and incidents
- Classification, qualification, tracking and processing of incoming tickets in the area of 2nd level infrastructure support, primarily in the UCC environment (Teams and contact centre) and Microsoft Exchange
- Participation in regular meetings with service providers
- Coordination and management of external service providers

Your professional requirements:

- Experience in the support of Windows servers, network components
- Knowledge in the administration of collaboration applications such as Teams and/or the administration of Microsoft Exchange
- Understanding and interest in the area of UCC
- A broad knowledge and understanding of various IT systems
- Experience in large corporate environments and/or in the area of contact centres/call centres is an advantage
- A very important point: you should be keen to work in an international team and a collegial environment where the team language is English
- Very good written and spoken English skills
- German language skills are nice to have

Your personal requirements:

- Strong communication skills
- Ability to work independently
- High willingness to learn

Our client offers:

- Permanent employment contract
- 38.5 hours per week
- 13 monthly salaries
- Holiday allowance
- 30 days holiday
- Job bike
- Company pension scheme
- Mobile office
- Flexible working time models
- Exclusive further training programme
- Team events

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Jetzt bewerben