

Turkey Jobs Expertini®

Information System Engineer

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Company: 0529 V.O.S.S. Varinak Onkoloji Sistemleri Satis ve Servis A.S.

Location: İstanbul

Category: other-general

Together, we can beat cancer.

At Varian, a Siemens Healthineers Company, we bring together the world's best talent to realize our vision of a world without fear of cancer. Together, we work passionately to develop and deliver easy-to-use, efficient oncology solutions.

We are part of an incredible community of scientists, clinicians, developers, researchers, professionals, and skilled specialists pushing the boundaries of what's possible, to improve people's lives around the world. We embrace a culture of inclusivity in which the power and potential of every individual can be unleashed. We spark ideas that lead to positive impact and continued success.

If you want to be part of this important mission, we want to hear from you.

Position Summary:

Responsible for the implementation and operational support of all aspects of the client infrastructure and systems in Turkey and Romania

Working within the international team helping and solving technical issues in Varian's international sites. Interacts with both technical and non-technical personnel, monitors and enforce SLA's and follows problems to resolution.

Contributes to development of Varian IT by participating in international projects.

Major Responsibilities:

Working within a global team to support end users and client devices domestically in Turkey and internationally.

Perform day to day hands on administration, troubleshooting and incident resolution duties.

Manage ServiceNow incident and request workflows by taking ownership, prioritizing incoming work, and delivering services meeting defined Service Level Agreement (SLA) timelines.

Resolve and respond to questions received via telephone, email or other collaboration methods meeting defined SLA's

Keep IT Infrastructure up-to-date.

Be able to diagnose, analyse and solve complex problems and demonstrate excellent troubleshooting skills.

Contribute to assigned projects. Attend conference calls and meetings with project team members from around the world, carry out assigned project tasks according to project schedule.

Occasional domestic or international travel required

Microsoft Windows Server administration (3rd level)

Maintaining relationships with third party providers and monitors Service Level Agreements

Maintain up-to-date documentation

Applies all QA Procedures as assigned

Maintain password, data and system security according to IT security processes and standards

Assist and support the client services team in other areas as requested by the line manager

Education / Experience:

Educational requirements: University degree in computer science or equivalent desirable

Number of years related experience: Minimum 4 years' experience as System Administrator or System Engineer

Either MCP, MCSA, MCITP Server Administrator desirable or equivalent experience.

Knowledge:

Information Technology:

Knowledge and ability to support:

Operating systems (Windows 10, 2008 R2, 2012/2019 Server)

Microsoft O365 and other front office IT technologies including antivirus and other security tools

Basic network troubleshooting (VPN, DNS, DHCP, LAN, Wifi, Firewall and WAN concepts)

Office IT equipment including printer, video, alarm systems

Server room equipment including rack, UPS, backup systems

ITIL knowledge

Customers:

Sound understanding of customers and their requirements.

Business Procedures:

Sound understanding and application of VMS business procedures.

Health & Safety:

Constant training to gain and maintain a sound knowledge and systematically apply national laws and VMS regulations on health & safety in the workplace environment.

Skills

Fluency in Turkish and English, written and spoken

Must be highly motivated and have a positive attitude.

Excellent listening and customer service skills

Excellent communication , interpersonal and organisational skills

Must be a team player.

Must be mature and tactful.

Readiness to continuously learn.

Must be able to acquire knowledge and search for solutions independently.

Understanding of commercial terms

#LI-OS1

#LI-Hybrid

Varian is required to comply with all local and applicable regulations that may be associated with vaccine requirements for certain roles.

Fighting cancer calls for big ideas.

We envision a world without fear of cancer. Achieving this vision takes dedication and commitment from all of us, every single day. That's why we celebrate and value the distinctly beautiful and intersectional identities of each of our employees. We are a mirror of our patient-base, which allows us to innovate. Big ideas come from everywhere, and the best ideas are fostered by our unique individual experiences. At Varian, we encourage you to bring your whole self to work and believe your bold and authentic perspective will help to power more victories over cancer.

#TogetherWeFight

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