



System Support Administrator (m/f/d)

Full time/Permanent

iGrafX is a leading international provider of **Business Process Management (BPM)** solutions. Our software suite and consulting services have been helping companies to optimize their processes in a controlled, centralized and team-oriented manner across functional and local boundaries for more than 30 years. To strengthen our support team in Munich we are looking for a **System Support Administrator (m/f/d)**.

YOUR RESPONSIBILITIES

- Local User administration: Add/Remove, reset passwords, and manage securities
- 3rd Party Application support: Microsoft products, Office 365, and Atlassian Products
- Help develop a functional tracking system of all IT related systems
- Provide 1st level support for all networking issues (LAN, WAN, WLAN)
- Building Access Security
- Provide training and subsequent documentation on all new software and services
- Procurement and initial setup of workstations
- Tier 1 Azure cloud support
- Support the Director of IT (USA)
- Create and Document IT- Processes
- Monitor the iGrafX software support queue
- Close cooperation with the IT team in the USA

YOUR PROFILE

- Completed studies/training in the IT field and at least 3 years of professional experience
- Knowledge of Linux and Azure preferable

- Experience with compliance guidelines (SOC 2, ISO 27001)
- Knowledge of Microsoft Windows desktop operating systems, Microsoft server operating systems, backup methods, Microsoft HyperV, VMware, Dell Manage switches, Atlassian, Office 365, Active Directory SOPHOS UTM, LDAP, DNS and Tomcat
- Strong organizational and analytical skills
- Fast comprehension as well as responsible and result-oriented working style
- Very good knowledge of German and English
- Readiness to take on occasional weekend scheduled maintenance or respond to system outages

WE OFFER

- An international working environment
- The possibility to actively participate in the development of the company
- Very good public transport connections as well as JobRad bicycle leasing
- Flat hierarchies with open communication, fun at work and joint team events
- Hybrid working model

Are you interested? Then we are looking forward to receive your detailed application, stating your earliest possible starting date and your salary expectations, by e-mail to: Ms Elma Ismeier, Office Manager/CAS EMEA, E-Mail: elma.ismeier@igrafx.com, Telephone: +49 8131 3175 0