

IT System Administrator

Strengthen our local IT Team in Duisburg with your technical expertise and your enthusiasm for customer service and teamwork.

PRA Group (Nasdaq: PRAA) is one of the largest debt buyers in the world, acquiring and servicing non-performing consumer debt with more than 5,000 employees in 16 countries throughout the Americas and Europe.

Key Responsibilities

- Azure Backup and Restore
- Azure Server Provisioning
- Virtual Desktop Application installation, Patching and Upgrade (WVD)
- Office 365 Local Administration
- Server Application Installation, Patching and Upgrading (Azure)
- Encryption and Key Management
- First and Second Line Support
- Service Provider Management
- Local Network Management
- SQL Server Database Management

Qualifications

- Educational background in network or computer science or any relevant domain, with experience in Azure, Office 365, Server and Network administration
- Well-developed oral and written communication skills, well organized, with the ability to work proactively in a team, in a busy environment, solution oriented and able to work in Agile and flexible environment using Scrum framework.
- Ability to resolve customer issues reported directly and in JIRA in terms of Tickets, and involved in all aspects of technical and application support including network issues.
- Experience in (agile) ITSM, based on ITIL
- High awareness for Data Security and Data Privacy
- Fluency in German with good English skills
- Background in call center environments helpful

Benefits

- Attractive Salary Package including Incentive Program
- 30 days of vacation
- Allowances like shopping cards with tax benefits
- Subsidized pension plans
- Flexible working hours
- Various social events like Summer Event and Christmas Party
- Free of charge fruits and beverages