

Job description



For over 30 years, MTI has been known as an expert in the provision of IT infrastructure solutions and services, trusted by over 1,800 customers in the EMEA region. More than 2,600 installations are successfully supported by MTI. Based in Germany, the UK and France, MTI provides Datacentre, Cloud Storage, Virtualisation and IT Security Solutions and Services to businesses of all sizes across a wide range of industry segments.

For our **Wiesbaden** location we are looking for a

Junior Platform & Internal IT Support Team Engineer (m/w/d)

Job Purpose:

- Support all employees in all IT related matters on a day-to-day basis with upcoming questions and solving issues, including managing the starter process and preparation of the Starter IT package for the new starters as well as managing the Leaver process by retrieving IT hardware from leavers
- Support Operations teams in delivery of IT Services to customers.
- Management and resolution of Incidents, Service Requests, Changes & Problem tickets.
- Carry out System Management and Administration across all systems within Platform Teams remit.
- Assisting with the installation of new IT systems to support the Platform and customers.
- Engaging with the 1st line Service Desk to handle Incident and Request escalations.

Key Competencies:

- Strong customer/user focus – ability to operate at Operational/IT Administrators/End user level
- Demonstrates a breadth and depth of technical expertise using ITIL best practices
- Demonstrable experience of having designed and implemented technical solutions
- Platform Systems and IT literate
- Relevant university degree and/or professional qualifications and/or experience in some of the following technologies:
 - VMWare vSphere
 - VMWare vSAN, NSX, vROP's.
 - Microsoft Azure
 - Microsoft Hyper-V
 - Veeam Availability Suite

Data Center Solutions

Security Solutions

Cloud Solutions

Managed Services



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- AlienVault SIEM
- Trend Micro Smart Protection Suite
- Cisco UCS
- HPE BladeSystem
- IBM/Lenovo BladeCenter
- Dell PowerEdge Servers (inc FX2 & VRTX solutions)
- SolarWinds N-Able
- Paessler PRTG Network Monitor
- Office 365
- Windows Server
- Windows 10
- Microsoft Office
- Microsoft Exchange
- Microsoft Active Directory

Have we roused your interest?

Then we look forward to receiving your written application by e-mail to: HR@mti.com

Your contact person: Ms Sandra Cournoyer, Human Resources Manager Europe

Further information at: <https://de.mti.com/>



Data Center Solutions

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