



## Job Specification

Job Spec nr	20307
Contact Person	Rene Lindenberg
E-mail address	Rene.Lindenberg@partner.bmw.co.za
Hiring Manager	
Task Title/Name of Position	<b>IPS-T Systems Operations Specialist (German speaking – European level B2)</b>
Minimum years of experience	2 years' experience
Minimum qualification required	Bachelors in Information Technology or similar qualification
Contract Start Date	1 <sup>st</sup> October 2018
Contract End Date	31 March 2019
Nationality	South African Citizens Only
Location where position is mostly based. (Midrand/Menlyn/Rosslyn)	Rosslyn and Germany (initially at least for 2 weeks – knowledge transfer) and additional business trip's
General job description (overview of the requirement)	The support of the production system and all contact with German business in terms of support (2 <sup>nd</sup> / 3 <sup>rd</sup> level done by external company)
Skills Required (List the hard skills required to do the job in question)	<ul style="list-style-type: none"> <li>• Excellent technical understanding of IT systems (mandatory).</li> <li>• Database Oracle/Postgres knowledge (advantageous).</li> <li>• Good Linux administration experience (advantageous).</li> <li>• Minimum 2-3 years' experience in Production / manufacturing system operations environment (advantageous).</li> <li>• Speaking German (Level B2) (mandatory).</li> <li>• ITIL process knowledge (mandatory).</li> <li>• Unix Shell scripting experience (advantageous).</li> <li>• Agile experience (advantageous).</li> </ul>
SAP Modules in order of preference. EG: MM/PP/FICO/HR	No SAP experience required.
K- Level specification if applicable	Not applicable
Job Activities (Explain what the person will be required to do in the job in question)	<ul style="list-style-type: none"> <li>• Incident Management support (e.g. feedback to the business of the state of the incidents, escalation by 2<sup>nd</sup> support if incidents are not solved timely, regularly monitoring of incident tickets).</li> <li>• Problem Management (e.g. creating problem tickets, monitoring problem tickets, support Problem Investigation process).</li> <li>• Change Management (e.g. creating change tickets, executing/management changes, schedule changes according to local CAB, monitoring change tickets)</li> <li>• Parametrisation on different application components (WebApp, database, unix-packages)</li> <li>• System monitoring (e.g. CPU consumption, amount of incident tickets, ...)</li> <li>• Support different kind of projects (new instance rollout, instance migration, vehicle projects)</li> <li>• Overlapping Tasks (implement deleting concept in all instances, rollout patches in all instances etc.)</li> <li>• Documentation (operation manual, tasks and actions on systems, create tutorials etc.)</li> </ul>
Soft Skills (List the soft skills required to do the job in question)	<ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills.</li> <li>• Excellent interpersonal and organizational skills with ability to communicate effectively (both verbally and written) with both technical and non-technical colleagues / users.</li> <li>• Ability to work as part of a team, inter dependant as well as independently and submit deliverables on time and in excellent quality. SELF STARTER.</li> <li>• Flexibility to take up different tasks in the project.</li> <li>• Willing and able to travel extensively to Germany – initially for about 2 weeks for Knowledge Transfer and after that at least 1 to 2 times per year.</li> </ul>