



SYSTEM ADMINISTRATOR SHARED SERVICES INFRASTRUCTURE

- Identity Management - (m/f/d)



We are looking for a System Administrator Shared Services Infrastructure – Identity Management to join our team in SKOPJE.

Quipu is an IT consultancy and software development company, which provides comprehensive end-to-end solutions for banks and financial institutions, from electronic payments to software systems. We are a 100% subsidiary of ProCredit Holding, the parent company of a group of banks that specialize in providing financial services for SMEs.

Headquartered in Frankfurt, Germany, we are currently operating from 8 regional offices around the world - in El Salvador, Ecuador, Ghana, North Macedonia, Kosovo, Ukraine, Russia and Romania - enabling us to promptly address the needs of a global customer base.

As an international organisation, we value diversity and we are dedicated to a culture of growth and innovation, creating an environment where everyone has the opportunity to develop their skills and fulfil their potential.

What your key responsibilities will be:

- Participates in the design of the focus solutions for Quipu and its customers
- Operates the focus solutions through performing software and configuration updates as prescribed by internal procedures and guidelines
- Ensures focus solutions performance through monitoring, analysis and tuning, troubleshooting issues and escalating to higher layers of support as prescribed by company procedures and guidelines
- Secures focus solutions according to the company policies, procedures and guidelines
- Participates in projects aimed at delivering improvements in the areas of the focus solutions both internally and for the company's customers
- Functions as a high-level point of escalation in the Incident and Problem management processes

- Ensures accurate and consistent updates to the Configuration Management Database
- Assists the Change Management process in assessing the impact of the non-standard requests for change
- Assists the Release Management process during the release cycle, developing standardized configuration items
- Assists the Availability Management and IT Continuity Management by providing data for projected service availability analysis for the focus solutions
- Participates in the Capacity Management process with planning for future acquisitions and upgrades to equipment and software in the areas of the focus solutions
- Participates in developing and sustaining security awareness and user training programs
- Continuously documents network infrastructure and changes affecting it

Skills and experience we expect from you:

- Bachelor degree in IT related area or relevant experience (minimum 3, preferred 5 years) as a Microsoft Server Administrator
- Strong experience of designing, implementing, supporting and troubleshooting complex enterprise-level Microsoft environments with the ability to resolve issues or escalate in a concise manner
- MCP level certification in one of the areas of the focus solutions is considered a plus
- ITIL Foundations level certification
- Automation and scripting abilities preferably PowerShell
- Strong knowledge in designing, managing and operating the following Microsoft Technologies:
 - Active Directory Domain Services
 - Active Directory Federation Services
 - Active Directory Certificate Services
 - Group Policy Object
 - Identity Management
 - Network Time Protocol
 - Remote Desktop Services/ Remote App
 - Domain Name Server
 - Dynamic Host Configuration Protocol
 - Proxy Technologies
 - Azure identity related technologies
- Ability to work in a multicultural environment
- Ability to write technical documentation
- Good working knowledge of English language

What we offer:

- Excellent team-oriented, dynamic and international working environment
- Challenging, engaging and varied tasks
- Personal and technical skills development with certified training
- Modern workspace close to Skopje City Park
- Travel possibilities
- 25 paid vacation days
- Private health insurance
- Free parking space

If you see yourself in this role, let us know in an e-mail, we would like to get to know you.

*Send us your application including CV, motivation letter, salary expectations and Job ID 21035 at joinus@quipu.de, by **30.06.2022**.*