

IT SUPPORT MANAGER

Mellon Romania, a subsidiary of Mellon Technologies and member of **Mellon Group of Companies**, was founded in 2001 in Bucharest. Our offering consists of specialized technological solutions and value added services, to serve the increasing needs of financial institutions and organizations with strong consumer transactions business, such as Retail Banks, Public Utilities, Telecommunications Providers and large Private Companies.

Due to it's accelerating growth, Mellon Romania seeks to hire an

IT Support Manager (ref:MR_ISM_2015)

The Role

The IT Support Manager will manage the monitoring and support of the current IT systems by the Helpdesk Team including servers, desktops / laptops, mobiles and tablets, standard applications and operating systems. The successful candidate is also expected to provide support and share expertise for the specialized range of products and services of company's portfolio, including ATM, APS, POS and CCS.

Key responsibilities:

Managing an internal IT Support team which looks after the technical needs of the company
Ensuring that all queries are dealt with promptly and effectively with the highest level of customer service
Monitoring all relevant servers and systems to ensure 24/7 service delivery
Ensuring uninterrupted service operation to field and fixed location colleagues
Providing technical escalation for more complex issues
Ensuring that support coverage is maintained 24/7 against system failure
Ensure the smooth running of the production process in the two departments of the call center: Telemarketing / Support and Debt collection through specific activities of IT infrastructure management (application servers and databases)
Carry out maintenance / implementation of CC (Call Center) projects in the company's CRM system

Perform Design / Implementation campaigns interaction (inbound / outbound) CTI (Computer Telephony Integration) system
Managing financial aspects of the IT Support department including purchasing and budget review
Ensure the implementation of security and availability of information through specific activities (monitoring, backup)

Requirements:

University degree in the field of Information Technology (Computer Automation, Cybernetics)
Up to 3 years in a similar position
Knowledge of SQL, PL / SQL, Database Administration is mandatory
Experience in ASP.net and VB.net programming languages will consider as an asset
Knowledge of MS Windows and Linux Server Administration
Very Good Knowledge of English (oral and written)
Flexible approach to work and able to work with rest of team under tight deadlines
Strong numerical skills
Strong communication skills
Excellent customer care skills.

The position refers to the IT Manager of the Group and to General Manager of Mellon Romania.

The company offers an excellent working environment, a competitive remuneration package, training and career development opportunities.

Candidates wishing to apply should send their CV quoting the position reference code (MR_ISM_2015):

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