

EFG Bank is the Swiss private banking subsidiary of EFG International. Headquartered in Zurich, it has an international network spanning Europe, Asia Pacific and Latin America, and manages assets for private clients all over the world. The bank's services comprise asset management and investment counselling, investment funds, securities brokerage, estate planning and a full array of banking services. EFG Bank offers a stimulating and dynamic work environment.

We are actively seeking for our Zürich offices

IT Support Engineer

REFERENCE : IT Support Engineer
DEPARTMENT : IT
WORK TIME PERCENTAGE : 100%
LOCATION : Zürich
STARTING DATE : ASAP
HR REPRESENTATIVE : Stéphanie Girardet / André Kiraly

GENERAL DESCRIPTION

Description of the department and structure

We are looking for a dynamic professional with proven IT knowledge and strong customer service skills to work in the Information Technology Department. The successful candidate will collaborate with a team of 2 windows desktop systems engineers in Zürich and will liaise with colleagues in Geneva. Under the supervision of the Windows server and desktop manager, you will participate within the Windows desktop team in various tasks and contribute to the stabilization and development of a fast-paced environment.

MAIN RESPONSIBILITIES

Tasks and requirements of the position

- 2nd level desktop & server support (Troubleshooting and problem fixing)
- VIP support
- Validation and documentation of application
- Managing 250 machines in ZRH by using the SCCM 2012 tool
- Administrative Tasks (licensing management, Swisscom account, Hardware purchasing)
- Mobile device support (IPAD, Iphones, Samsung, Blackberry)
- Supporting the video conferencing room
- Supporting as a level 1, level 2 the Server and desktop infrastructure in Zurich and Liechtenstein
- Patching the Servers and also the workstation on the location supported
- Monitor the entire infrastructure environment with SCOM
- Monitor our disaster recovery solution to be available at any time
- Monitor the VMware infrastructure

SKILLS AND EXPERIENCE

Profile of the requested candidate

Minimum 4-6 years' experience as level two support of Windows system engineer
Outstanding troubleshooting skills with strong knowledge with Microsoft product which includes Windows 7, office 2010, VMware, Windows server 2008/2012, File server, DHCP, etc....
Understanding the dependency between the GPO and the workstation environment
Very good knowledge with the use of SCCM 2012. Ability to deploy applications, making report, builds machines with the understanding of the build process.
Autonomous and able to manage relationships within different teams
Very good skill with dealing with VIPs
Good communication skills
Good knowledge in Administrative tasks in Active Directory and Exchange 2010
Understanding of current virtualization technologies
Able to administer basic tasks with server system
Able to understand the security requirement and applies them, need to be security focused
Understanding of the ITIL concept
A strong customer oriented (ability to understand the business requirement)
Fluent in German and English, written and spoken

Only Direct applications will be accepted for this position.

Should you wish to apply for this position, please send your complete job application by email to hrrecruitment@efgbank.com