



## Change Management and Operations Engineer

Department  
**UITS**  
**Group Support**

Contact  
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Our jobs involve developing, maintaining and integrating state of the art, mission critical solutions for Enterprise Content Management Systems in an international context for a leading European Insurance Group.

You will work as part of a multinational group with true, large, enterprise-wide systems, complex architectures and real life constraints (speed, performance, nonstop systems availability). You will also travel to Austria for training and project meetings.

### Job brief

- Ensuring the integrity, reliability, availability and stability of the UITS infrastructure and security systems;
- Ensuring the correct implementation of hardware, operating systems and middleware by the service provider;
- Supporting the definition and continuous improvement of the change management process and its sub-processes as well as the Service Asset and Configuration Management Process.

### Main responsibilities

- Implements processes, concepts and solutions for infrastructure, platforms and security systems;
- Defines technical prerequisites for load, performance and system integration tests;
- Maintains the UNIQA security platform;
- Supports the definition and continuous improvement of the Change Management, Service Continuity Management, Capacity Management and Availability Management processes
- Supports and continuously reviews the Asset & Configuration Management processes;
- Supports the definition of requirements (e.g. "non-functional" requirements) in order to meet the operational standards;

- Supports security audits and coordinates the removal of security audit findings.

## Required skills

- Minimum 2 years of experience in an infrastructure and / or service transition related role in an enterprise environment;
- Intermediate knowledge of the ITIL Service Transition lifecycle, principles, processes, functions and roles, ideally ITIL Foundation certified;
- Minimum 2 years work experience in an IT environment delivering against service levels and contractual agreements;
- Very good command of written and spoken English.

## Desirable skills (nice to have)

- German language skills;
- ITIL V3 (at least Foundation certificate).

## Compensation & benefits

- Very stable work environment, as part of large Banking and Insurance Multinational Group;
- Flexible work program, respecting your own private time;
- Full-time, unlimited employment contract;
- Attractive remuneration package;
- Lunch tickets;
- Private pension and health insurance;
- Extra vacation days;
- Exchange of experience and training with international professionals, as a premise for personal development;
- Career development opportunities;
- German language courses;
- Contribution to sport activities;
- Team building events held both in Romania and Europe;
- Great workplace, central office location in a green and quiet area, great city view etc.