3808 6413 Employee (m/f/d) in 2nd level support for e-banking customers ARBION IT-Services GmbH is IT support at eye level: personal, competent, reliable. ARBION is an owner-managed IT consulting and service company with 20 years of experience and competence. No "technical jargon" is spoken to the customers, but IT support is offered at eye level in Northern Germany.  
  
In addition to the "usual" IT services, ARBION supports the northern German savings banks with specialist knowledge of SFirm and StarMoney Business in second-level support.  
  
Talentschuppen GmbH is the exclusive HR partner of ARBION IT-Services GmbH.  
  
We are taking over the entire applicant management on behalf of ARBION and are looking for an employee (m/f/d) in 2nd level support for e-banking customers for the Kiel location as soon as possible.  
  
full time | part-time | flexible | permanent position  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
What makes the job special?  
  
Do you love to combine things, e.g. your knowledge of IT technology and banking software? You are a communicative person and like to support people? Do you like to delve really deep into very specific knowledge and enjoy passing on your knowledge in second-level support and training courses?  
  
Then we would like to get to know you.  
﻿  
- You take care of all support requests from banking customers that the hotlines of the savings banks cannot process  
- For questions that you cannot clarify yourself, you make appointments with the customers and forward the request to your colleagues via the ticket system  
- You install the latest versions of the banking software and set it up according to customer requirements  
- This type of projects can become more and more extensive over time (server and client systems.)  
- You will gradually take over the online training courses or sometimes personally at the customer's site for the software  
- You will also take calls from IT customers and forward the necessary information to the relevant colleagues  
﻿  
Why are you suitable for this job?  
  
- You have an education in IT or come from the banking sector  
- Perhaps you are already familiar with the content and administration of SFirm and StarMoney Business and can install it, or you really want to familiarize yourself with this banking software  
- Words like "eBics" and "HBCI procedure", "electronic SEPA payment transactions (bank transfer, direct debit standard and B2B, AZV, URGP)", "documentary business" and "cash pooling or depooling" make your heart beat faster  
- It would be desirable if you have learned SQL or are willing to familiarize yourself with it  
- You have the wonderful ability to explain complicated relationships in a simple and clear manner and you love showing customers how their tools work  
  
What benefits await you?  
  
- A full-time or part-time position tailored to your needs  
- Flexible working hours  
- Good work-life balance  
- Fixed budget for your own further education  
- Lateral entrants are always welcome  
- Open and trusting cooperation  
- A pool vehicle is available for use  
- A future-oriented and long-term employment relationship  
- Flat hierarchy with short decision paths  
  
Sounds exciting? It is!  
- Get to the application and apply online right away  
- We don't need a cover letter  
- If you have any questions, please call us or write an e-mail  
- In the next step we arrange a telephone appointment for a first interview  
  
Discretion is a matter of course for us!  
  
talent shed? An eye for talent!  
The talent shed is the personnel specialist in Kiel and directly places specialists and executives from the office and IT areas exclusively in permanent positions.  
We are constantly using and expanding our regional network and supporting our region in finding and retaining skilled workers. IT specialist - system integration Are you looking for a new challenge in a permanent position?  
   
Then we are the right partner for you.  
   
As a recruiter and consultant with over 20 years of experience, we bring companies and top talent together.  
   
Our customers are well-known companies with a national and international focus in northern Germany and would like to employ them directly and immediately. 2023-03-07 15:58:21.664000