

# L1 Unified Communication Engineer with German (m/w)

Looking for the next step in your career? Enjoy a challenge? Do you have an ambition for innovation? Want to make a difference?

Join our growing global NTT family and you'll be part of the world's largest ICT company (by revenue). We've combined the capabilities of 28 remarkable companies to become one, leading technology services provider. Together, we help our people, clients, and communities do great things with technology to create a more secure and connected future. **Want to be part of our team?**

## What you'll be doing

The role is responsible for providing a service to clients to ensure that their IT infrastructure and systems remain operational through proactively identifying, investigating and resolving technical incidents and problems and to restore service to clients by managing incidents to resolution with focus on Unified Communication technologies (Cisco Unified Call Manager, Cisco Unity Connection, Cisco Jabber, Cisco WebEx etc.).

## What would make you a good fit for this role?

- German Language Advanced
- Good Computer Literacy
- Comfortable speaking to clients Face-to-Face (Video) and also on the Telephone
- Willingness and Keeness to learn
- Logical and analytical thinking\problem solving
- Good sense of humor\team player\friendly and amiable\excellent interpersonal skills\excellent customer

## Preferred experience/what you will learn and do:

- 1 year of experience with troubleshooting and providing the support required in network/ data center/ systems/ storage administration and monitoring Services within a medium to large ICT organization.
- Working knowledge of management agent, redundancy concepts, and products within the supported technical domain (i.e. Network, Data Center, Telephony, Exchange, Storage, Cloud, Backup, etc)

## What we offer:

- 10% yearly bonus
- we can help you to become a certified professional - Cisco and other certifications
- 5 weeks of vacation
- 3 sick days per year
- Notebook and mobile phone
- Meal vouchers in the value of 100 CZK with 55% company subsidy
- Contribution to the pension insurance in the amount of 1,000 CZK monthly
- Contribution to public transport (full coverage of annual ticket)
- Compensation of salary beyond the statutory wage compensation in the amount of the full fixed basic salary for temporary incapacity up to 21 days per year
- Over standard healthcare
- Refreshment (fruit, coffee, tea), monthly company breakfasts

Join our growing global team and accelerate your career with Dimension Data.  
Apply today by email to: [lucie.hamplova@global.ntt](mailto:lucie.hamplova@global.ntt)

## Diversity in Dimension Data

Dimension Data is an equal opportunity employer with a global culture that embraces diversity. All qualified applicants will receive consideration for employment and will not be unfairly discriminated against on any arbitrary ground including race, colour, sex, religion, national origin, veteran status, disability, gender identity, sexual orientation, or other protected category.

