IT Operation and Support- Tradias OPS

Tradias is an exclusive trading platform that enables professional investors to trade cryptocurrencies and digital assets. With Bankhaus Scheich as a partner, institutional investors trust in a proven trading expert.

Major: degree in Computer Science, Computer Engineering, or any related field
Experience: 1-3 years of professional experience as an IT support
Major Responsibilities:

- Providing mechanisms for identity and access management according to organizational policies
- Monitoring network infrastructure health and traffic flows
- Managing help desk and ticketing systems
- Coordinating with the service desk to identify and mitigate root cause issues pertaining to the IT infrastructure and systems
- Developing a disaster recovery and risk mitigation plan
- Working with external partners, auditors, and consultants on risk management and regulatory compliance projects
- Deploying advanced Microsoft 365 Services including Enterprise and Mobility
- Deploying the Infrastructure improvements
- Assisting in maintaining and deploying applications and environments
- Leading initiatives for researching and deploying new applications
- Coordinating with various IT Staff and Operations
- Assisting in managing Support Services and related deliverables
- Supporting colleagues' requests remotely and on premise
- Monitoring usage patterns and usage rates to ensure that employees are using the system efficiently and effectively
- Troubleshooting technical issues such as email delivery failures or authentication problems
- Providing training to users on how to use Office 365 effectively

Additional Requirements:

- Completed studies (MINT) and experience in an IT management position with personnel and project responsibility.
- Worked in an international team that enables 24/7 IT Operations.
- Experienced in creating concepts for IT Operations.
- Acquainted with controlling tasks in the operating of Windows and Linux.
- Experienced in finding state-of-the-art solutions for Cloud-operated systems defined for common IT Operations.

How to Apply:
Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb;
Ext. 7801; 7802