

You're an important part of our future. Hopefully, we're also a part of yours! At B. Braun, we protect and improve the health of people worldwide. This is also our vision for research and development. You see complexity as an opportunity – and quality and sustainability are important criteria for your work. We would like to work with you on tomorrow's solutions. That's how we work to create sustainable healthcare – locally, in regions, countries and worldwide. Together. That's Sharing Expertise.

Email – Collaboration 2nd Level Support agent

Reference Code PL-KW 0073-82335

You're an important part of our future. Hopefully, we're also a part of yours! At B. Braun, we protect and improve the health of people worldwide. This is also our vision for IT. You see technology as an opportunity, and you develop solutions that secure our business in the long term, we would like to implement the digital transformation of B. Braun with you. With fresh ideas, drive and team spirit, we are working to launch the medical technology of tomorrow and safeguard the healthcare of the future. Together. That's Sharing Expertise.

Duties and responsibilities

- Serve as Exchange Online/Outlook 2nd level supporter, 40.000+ user environment
- Planning and execution of daily administrative tasks including security impacts, performance monitoring, tuning, troubleshooting, root cause analysis, provisioning of recommended solutions, proactive error prevention, identifying voice and video requirements, installing upgrades.
- Contribute to Technology like Teams, OneDrive, OneNote, Forms, Planner, Stream and Bookings (Help Desk and Security Help Desk).
- Participate in compliance and security reviews as needed. Work closely with other internal teams to build security, reliability, and scalability into the Exchange Online architecture.
- Ensuring stability and optimal performance on all systems including Incident handling
- Engage with vendors where needed on complex incidents within the domain
- Execution of maintenance and lifecycle activities
- Coordination and control of external support/service providers
- Creation and maintenance of documentation
- Support problem management process

Professional competencies

- Broad knowledge of Microsoft technologies and products, with specialization in Exchange Online, Outlook and Teams in an enterprise environment
- Message tracking, log reviews and troubleshooting to resolve mail delivery issues
- Message E-Mail SPAM filtering application
- Provides constructive input and perspective to team conversations
- Experience with PowerShell information gathering and automation
- Experience with physical and virtual servers, storage and networking
- Experience in Active Directory, DNS, DHCP, ADFS
- Strong experience of TCP/IP and SIP protocol
- Microsoft Certification or equivalent preferred
- Maintain PowerShell scripts used to manage\support the M365 environment
- Cisco IronPort knowledge administration or support would be a plus
- Knowledge about M365 Apps used for collaboration like Stream, Bookings, Planner, Forms, OneDrive and OneNote would be a plus
- Good verbal and written communication skills in English (at least B2)

Personal competencies

- Technically enthusiastic and willing to learn attitude is required
- Ability to work unsupervised in a multi-task environment in a global team
- Collaboration on a global scaledteam

What we offer

Become part of a corporate culture that actively promotes constructive exchanges between colleagues, customers and partners. Work with us to improve people's lives in the long term. We can offer you interesting, varied tasks and excellent opportunities for advancement, as well as an attractive salary with extensive benefits, all within a dynamic family-owned company.

Benefits

- Additional social benefits for vacations and holidays,
- Subsidies for the organized summer camps for children and the youth,
- Multisport card,
- Private medical care,
- Free foreign language courses,
- Additional, paid 15-minute break (apart from the 15-minute break guaranteed by law regulations),
- Integration events.

Closing date

29.02.2024

Your next step

Contact us!

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