

IT Consultant for German HQ

Derdack is a leading software vendor for automating critical incident communication and enables its customers to transform their alert notifications into a real-time, intelligent and truly mobile experience. Derdack's products, Enterprise Alert and SIGNAL4, significantly improve the way enterprises respond to critical incidents and emergency situations before they can impact business continuity and customer service levels. Derdack's solutions support business operations of large enterprises and global service organizations in over 50 countries and in all verticals.

About us

Leading enterprises like Daimler, Boeing or British Telecom rely on Derdack when it comes to responding to critical incidents and emergencies before they can impact business continuity and availability of critical systems. Derdack is a market leader that operates globally with 2 HQs – in Germany and in the USA. Derdack has been delivering its solutions to its customers in over 50 countries since 1999 and operates in one of the most exciting and fastest growing markets – enterprise mobility.

What we expect from you

We are looking to grow our core IT consulting and support team at our HQ in Germany. You will assist our customers with the design and implementation of state of the art communication and alerting solutions within IT, Industry 4.0 and IoT scenarios.

The day to day routines include great team work at our Potsdam/Berlin office, supporting our international customers via phone, mail or chat, traveling to customer sites for product demos and deployments or trainings and building unique and long-term relationships with some of the brightest people in their field.

If you are passionate about helping customers navigate the jungle of IT operations

and about working with the most innovative and brand-new communication, IT and software technologies and if you take ownership and responsibility when it comes to rolling out complex scenarios or resolving customer issues – Derdack is your ideal choice and offers a great working environment where learning and growing your professional and personal experience are key.



Your responsibilities include:

- Advising and consulting customers over the phone and per email
- Meeting with customers to determine requirements
- Working with customers to define the scope of work for a deployment of Enterprise Alert
- Planning and coordinating timeframes, dates and resources needed
- Clarifying our customers' system specifications and requirements and understanding and "translating" their needs
- Travelling to customer sites
- Deploying solutions on customer sites
- Providing on-site or remote training



Overview:

- Position is permanent and open immediately
- Working hours: Fulltime (40hrs)
- Operational hours: Flexible
- Location: Potsdam near Berlin, modern friendly office in the heart of town. Great public transportation
- Salary: Negotiable depending on qualifications, work experience and candidate's success record.

Additional information

www.derdack.com/de
<http://www.kununu.com/de/bb/potsdam/it/derdack1>

Your resume

If you would like to work with a great team and help our awesome customers to roll out and extend our innovative solutions – then we are waiting for your application:

Susann Gröger
sgroeger@de.derdack.com
 +49 331 29878-30

Please, include any special training or qualifications and your salary expectations

Follow us...



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- Standardizing work processes and consulting routines
- Regular reports to R&D
- Conducting product demos
- Preparing documentation and presenting progress to customers

- Local and industry standard salary, depending on qualifications
- Our company is owner run and you certainly won't feel as a small wheel in a huge engine.

Job skills and required qualifications:

- In-depth knowledge of MS Office (Word, Outlook, Powerpoint, Project etc.)
- In-depth knowledge databases (My SQL, SQL server, Oracle)
- Basic programming knowledge (know how to write code)
- Project management skills
- IT architecture knowledge
- Analytical skills (ability to analyze a scenario and derive the best deployment option)
- Excellent communication skills (both oral and written)
- Problem solving skills
- Creativity and thinking out of the box
- Presentation skills
- Must be willing to travel (engagements do typically not exceed 1-2 weeks)
- A BS in Computer Science with major in Project Management - System Integration or related subject
- Knowledge in OS- and Network (Windows Server, and standard internet-protocol)
- English as main language (native speaker level) – some German would be helpful



What you can expect from us:

- An open and friendly team
- The newest working and development methods incl. Agile & Design Thinking
- Extremely flexible work hours
- Benefits including company pension fund.
- Family friendly i.e. we compensate for child care costs
- Public internet in office (WLAN)
- Easy accessibility to our Potsdam office via public transportation which BTW has a spectacular view of several world heritage sites
- Living-room-like office atmosphere.

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