

IT Manager - Bankhaus Scheich / Tradias

Tradias provides the necessary infrastructure and services to enable all institutional investors to access the enormous potential of digital assets. The decades of accumulated knowledge of Bankhaus Scheich as one of the leading securities trading banks and market makers on the Frankfurt Stock Exchange is now flowing into the FinTech arm Tradias.

Major: degree in Computer Engineering, Computer Sciences, or any related field

Experience: 1 – 3 years of experience as an IT support.

Major Responsibilities:

- Building up the service desk via Jira Service Management.
- 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.
- Leading initiatives for researching and deploying new applications.
- Coordinating with various IT Staff and Operations.
- 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:

- Successfully completed studies (MINT) and experience in an IT management position with personnel and project responsibility.
- Familiar with the use of cloud services within AWS (Cloud Watch), but also with Jira Service Management and set up the monitoring services together.
- Flexibility in covering support shifts.
- Strong analytical skills and efficient problem solving.
- Ability to handle confidential information with discretion.

How to Apply:

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