



Become
Internet E-Channel Support Analyst (All Gender)
Our Chief Information Office (CIO) in Hamburg is waiting for you.

We believe your interests to be equally important as the ones of your team. This is why you can achieve even more with us. Sounds good? Then you are just right with us.

Our promise

We help people move forward every day. We encourage you to develop your own ideas and offer an open company culture where everyone respects each other irrespective of hierarchy. You'll meet a variety of different people, living our values all day every day to do the best we can with integrity and excellence for our customers and stakeholders. Join our team for a diverse working experience and bring your personal contribution to our brand.

Your Part

- Analyse, diagnose and resolve issues related to the e-channel stack on premise or cloud hosted services
- Manage incident and problem records in collaboration with international support teams according to SLA
- Develop, maintain and configure managed websites and services including domain and certificate management
- Provide robust technical consultancy to project, business, test and run team for the e-channel facing technology
- Carry out regular change and maintenance activities in containerised environments
- Build strong control environment and ensure compliance to bank standards
- Develop and maintain reporting to provide e-channel MI to stakeholders

What you're made of

- Interest in managing IaaS, PaaS, SaaS application environments
- Experience in at least one of the following cloud hosting platforms MS Azure, AWS as well as affinity to virtualisation and containerization techniques e.g. VM, OpenShift, Docker
- Ability to gain valuable insight and set up Monitoring, Reporting and Log Analytics utilizing AppDynamics, Elastic, Kibana
- Experience in querying relational databases MS SQL, Oracle, MariaDB
- Working experience in Windows server and RHEL environments
- Shell scripting (Linux/MS-Powershell)
- Strong personal skills in managing stakeholders and support teams
- Preferably experienced in managing and monitoring hybrid clouds
- ITIL knowledge (Incident- & Change-Management)
- Good documentation and presentation skills
- Fluent in German and English
- Capability to create strong relationships within the international IT crowd to drive service to excellence

About us

We're not an average bank. We're Barclaycard: modern, diverse and digitally minded. As one of the country's leading credit institutions, we have over 700 employees based in Hamburg. For the past 25 years, we have been offering our customers flexible payment options and helpful financing solutions that have resulted in over 1 million customers.

Interested? Perfect

Send us your application with your resume and a cover letter with your salary expectations and earliest starting date to karriereaussichten@barclaycard.de, quoting reference 58/2020.