

We are hiring!

About Global IT Services PSF (GITS PSF)

We're an independent regulated Luxembourgish service provider of managed hosting, networks, cloud services, applications, platforms and infrastructure for small and medium sized businesses. We provide custom solutions and management services for any type of business critical platforms and applications. Our solutions are PSF certified and built with the highest standards in mind on state of the art technology and hosted in Luxembourg in our Tier IV datacenters. Our current client portfolio covers financial institutions, IT professionals, digital agencies, governmental agencies and software vendors.

With technology, security and compliancy as our belief and customer focus in our DNA, GITS PSF builds and maintains IT and cloud environments that contribute to the success of our customers.

Due to our constant growth our Support and Engineering teams we are currently looking for new colleagues who have the same passion for technology as we have and who can outperform the customer expectations with their technical support. Somebody who understands how to achieve mutual goals together with our clients.

Are you interested in this challenge?

This are the requirements and (technical) competences that we are currently looking for*:

- First level and support skills to assist our clients
- Helpdesk / remote troubleshooting / Ticketing
- 3+ years' experience in a 24x7 high-availability cloud production environment
- 5+ years Windows/Linux OS based System Administration in a complex data center environment
- Experience with virtualization technologies such as VMWare and Hyper-V
- Experience with VMWare vCenter, Site Recovery Manager, vRealize Automation and Operations, VMware NSX
- Experience with Active Directory management / GPO settings
- Experience with architecture, administration and management of Microsoft Hosted Exchange 2010/2013/2016 environments
- Experience with database technologies such as MS SQL, MySQL, Oracle and MongoDB
- Experience with RDS Server, Citrix and NetScaler technologies
- Understanding of TCP/IP LAN/WAN networking technologies and troubleshooting techniques

- Experience with hardware or software based firewalls, load balancers and proxy servers
- Experience with intrusion detection systems and network and server security hardening
- Experience in monitoring, metrics collection, and reporting
- Excellent organizational skills, and oral and written communication skills in both English and French
- Ability to work with minimal supervision, making decisions based upon priorities and schedules
- Critical attention to detail, thoroughness and documentation skills
- A great communicator and capable teaching others and explaining the “why” behind complicated technical decisions.
- Experience in providing rotational on call support

* If you have any of the experience above, please do not hesitate to send us your CV to jobs@gits.lu. An interesting package can be offered to the right candidates.

Additional desired assets:

- Industry certifications such as VMware and Microsoft
- Security and compliance experience such as ITIL
- Knowledge of PowerShell Scripting
- Providing professional support to customers that consume IT environments for the Cloud
- Multi-tenant cloud environments
- Providing professional technical pre-sales support to sales teams

Additional Competences required

- Flexible
- Tech savvy
- Communicator
- Independent worker
- Result driven
- Problem solver

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