

Functional Description

Function: Junior Solution Architect
Department: Corporate IT Service Management
Supervisor: Head of Corporate IT Service Management
Positionsklasse: 11

Main Purpose:

The Junior Solution Architect supports the daily operation of the ITSM Platform. The reliable operation of the platform as well as the support of the platform users is the primary focus.

Main Tasks/Responsibilities:

- Support Request Fulfillment by creation of **automation workflows** (Orchestration, Flow Designer and Catalog Items)
- Communicate technical problems and solutions to both technical and non-technical audiences
- Cooperation with the Service Desk and the Functional Departments on enhancements
- Create and maintain documentation/knowledgebase for users and IT administrators
- Handling of support – and service requests related to the ITSM Platform
- Creation of Reports and Dashboards for different audiences and stakeholders
- Investigation and resolving of problems
- Project membership and realization of smaller projects
- Service testing and validation

Job Holder Profile:

- Technical education or practical experience
- First experience with JavaScript, Powershell, HTML
- First experiences with automation, scripting and workflow engines
- Good communication skills (English and German), organisational skills and a team player

- Reliable and well-structured method of work
- Basic Knowledge about (ITIL 4 Framework)
- First experience in managing smaller projects