

# Privileged Account Management (PAM) - L1 support

In Commerzbank Digital Technology Centre Prague, we are transforming a traditional bank into a digital agile enterprise! We provide a wide range of various IT solutions, .Net and Java development, services in the area of application operation and infrastructure.

We are looking for thinkers with unconventional ideas and in return, we offer the freedom to create own job with own vision, wide range of benefits including home office. Sounds interesting?

Shape the future of banking with us!

Would you like to take part in one of the brand new project in Commerzbank in field of PAM (Privileged Access Management) and have the opportunity to participate at the start of CyberArk implementation?

## **You will be responsible for:**

As a PAM L1 support, you are a technical skilled contact person within the Commerzbank for topics of Privileged Account Management (PAM), which controls and monitors access with privileged permissions to systems and applications. You are responsible for the technical operation of the application, including the monitoring in the 1st and partially 2nd level support. You participate in calls outside business hours as well as in the scheduled disaster recovery tests. You are responsible for mailbox monitoring and subsequent processing of requests. For monitoring internal PAM processes, you are responsible for creating reports, quality controls of the PAM data collection, and for regular data provision for audits and recertification. Your tasks also include the support concerning testing and release implementation. You participate furthermore in projects on the PAM topics and support your product manager, for example in dealing with relevant audit and compliance topics.

## **We prefer candidates with:**

- Study of computer science, business informatics or relevant IT skills
- Experience in the 1st and partially 2nd Level of support
- Basic knowledge of operational IT infrastructure
- Understanding of user administration principles
- Good knowledge of MS Office products especially Excel
- Good analytical and documentary skills
- Ability and willingness to constantly improve and learn
- Ability to prioritize importance of received requests
- Good communication skills in English

## **We offer:**

- A friendly, inclusive and open-minded company culture

- A competitive salary with a very decent annual bonus system
- A sophisticated program of further professional training and personal growth
- Home office, flexible working hours and an enjoyable relax corner where you can recharge your batteries
- Attractive fringe benefits incl. up to 30 days of vacation, paid sick leaves and sponsored public transport
- Modern offices in Karlovo náměstí, amazing multicultural colleagues and so much more!

If you find this a challenging opportunity, please contact us at [interview@commerzbank.com](mailto:interview@commerzbank.com)