



Senior System Engineer (Hybrid)

Job description

Provide operational support and contribute in problem management for pro-active management of FI application services.

In your new role you will:

- Responsible for requirements engineering, application development and Problem Management/Root Cause Analysis to meet users expectations and FI Operations Excellence/KPI.
- Perform requirements engineering, design, development, testing, user training and deployment of factory integration application solutions in a systematic way.
- Undertake change & release management for FI application services / software development life cycle management and software development where applicable.
- Monitor system health and capacity and perform pro-active system maintenance to ensure reliable 24x7 operation of mission-critical applications.
- Provide guidance to the team in the resolution of incidents.
- Contribute to corporate FI projects.
- Review incidents from the team and provide feedback regarding handling and SLA status.

Profile

You are best equipped for this task if you have:

"Min Bachelor's Degree in Computer Science/Information Technology or equivalent, OR 3-year diploma with minimum 3 years working experience.

Previous experience required:

1. Min. 5+ years working experience in related fields
2. Experience in semiconductor or electronic manufacturing industry is preferred
3. Possesses a 'hands-on' approach towards work and good initiative and outspoken.
4. Excellent communication and interpersonal skills, and able to work both independently and a team player in a global setup.

Technical / Functional Competencies

1. Understanding, practical experience and knowledge on following IT Service Management Processes and their implementation

Understanding and expertise shall also cover

- Methodology needed for effective and efficient service management
- SLAs, KPIs and tooling relevant for service management
- Industry standards and best practices of IT service models (e.g. ITIL, MOF)
- Strengths & weaknesses of service models
- Upcoming innovations, , new features and technologies
- Architecture, design principles, technical requirements/constraints and process flows in IT service management solutions like helpdesk support, incident tracking

At a glance

Location: **Tijuana (Mexico)**
Job ID: **358319**
Start date: **Sep 01, 2022**
Entry level: **3-5 years**
Type: **Full time**
Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search:

Job ID: **358319**
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Benefits

- **Tijuana:** Coaching, mentoring networking possibilities; Wide range of training offers & planning of career development; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Health Benefits; On-site social counselling and works doctor; Health promotion programs; Fitness Center; On-site Cafeteria; Afore; Performance bonus; Accessibility, access for wheelchairs

Why Us

Part of your life. Part of tomorrow.

Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

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