

<b>Job Title:</b>	Senior Infrastructure Specialist
<b>Location:</b>	Almere – The Netherlands (EU)
<b>Employment Status:</b>	
<b>Reports To:</b>	This position will report to the Senior Manager, IT Infrastructure & Service Delivery
<b>Travel (%):</b>	< 5 %
<b><u>Major Roles &amp; Responsibilities</u></b>	<p>Kraton is currently looking for a Senior Infrastructure Specialist for our IT department in Almere. We are looking for a new team member with both technical and managerial skills.</p> <p><b>Major Roles &amp; Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• L2/L3 Ticket management (resolution, follow-up and closure)</li> <li>• Professional and efficient infrastructure incident management</li> <li>• IT System/network management and monitoring</li> <li>• Take actions in line with global standards and procedures</li> <li>• Contribute to improving IT service delivery</li> <li>• Acting as the first point of contact for IT Kraton EU</li> <li>• Assess customer feedback and make necessary improvements</li> <li>• Manage and contribute to the delivery of IT components and group services in order to meet business objectives</li> <li>• Take leadership in outsource projects</li> <li>• Provide efficient and effective executive project reviews</li> </ul> <p><i>The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.</i></p> <p><i>Kraton's internal talent acquisition team manages our recruiting efforts and from time to time works with pre-selected/pre-approved external staffing agencies. We do NOT accept unsolicited resumes or candidate referrals from recruiters and/or agencies who are not pre-selected/pre-approved.</i></p>
<b><u>Skills and Experience</u></b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years IT infrastructure &amp; networking experience</li> <li>• Minimum of 5 years' experience with industry standard applications for e-mail and office productivity suits</li> <li>• Strong understanding of IT infrastructure components (active directory, messaging, networking, mobility)</li> <li>• Strong knowledge of hardware, software, security and networking technologies (LAN/WAN, VPN, Routing, DMVPN)</li> <li>• Proven IT project management skills</li> <li>• Strong problem resolution skills</li> <li>• Ability to coordinate with diverse global resources</li> </ul> <p><i>Competencies</i></p> <ul style="list-style-type: none"> <li>• Work independently</li> <li>• Excellent planning skills</li> <li>• Capacity to cope with high pressure situations</li> </ul>
<b><u>How to Apply</u></b>	Submit your resume to <a href="mailto:jobs-eu@kraton.com">jobs-eu@kraton.com</a>