

Turn theory into practice

MR HealthTech Ltd, a Munich Re division, is one of the world's leading technology vendors to the Health Insurance industry. It provides state-of-the-art software platforms designed to support its customers end-to-end reliably and offer them solutions that help them address their business objectives while maximizing profitability potential. It currently operates in 19 countries, in 4 continents and supports 24 organizations.

Due to our increasing demand for designing and implementing best-of-breed software solutions, at our Athens Office, we are seeking specialists for the following position:

Atlassian/Jira Administrator

PROFILE

We are seeking an Atlassian/Jira Administrator who will work within the IT Operations department of MR HealthTech (MRHT) to manage the developed functionality and deliver solutions to fulfill business requirements, across the governance, delivery, software development and operations functions.

WHAT YOU WILL DO

- Administration of Jira projects and Confluence spaces
- Gather business requirements, implement solutions and determine ways to optimize/improve Jira/Confluence setup and workflows, as well as match functionality with user requests.
- Quickly respond and troubleshoot any issues with the use of the Atlassian suite.
- Recommend Jira project and Confluence space configuration solutions designed to scale effectively, including forms and reporting design, user roles and permissions schemes, high-level data modeling.
- Provide user management and support, manage system access across groups to ensure compliance, and maintain best practices
- Plan and coordinate feature improvements and upgrades for all Atlassian services.
- Document all implementation processes and procedures as well as 'how-to' documentation for the business.
- Develop solutions documentation and training for Atlassian users so that they can maintain their own projects and spaces.

REQUIREMENTS

- Bachelor's degree or equivalent experience in a related field
- At least 1 year of hands-on experience with Jira Software Server, Service Desk and Confluence Server
- Experience in configuration and support of Jira and Confluence including, but not limited to, associated plug-ins and extensions, project administration, and user management
- Ability to create Jira workflows, custom fields, and security schemes
- Ability to manage Confluence security, spaces, design, and integrations with Jira
- Must be able to effectively communicate with users on complex problem resolution
- Understanding of technical support practices such as ticket documentation, service level agreements, statistics and escalation processes
- Understanding of software development lifecycle processes
- Energy, initiative, and a positive attitude
- Fluency in English language

DESIRED SKILLS

- Experience in Jira integration development (via REST APIs, Webhooks)
- Working experience in an Agile environment using Scrum or Kanban
- Experience in Jira and Confluence system administration
- Experience in ScriptRunner for Jira


WE OFFER

- Competitive compensation
- Continuous training
- Enjoyable and stable working environment
- Leading-edge technology

Want to apply?

Send your C.V. c/o Human Resources:

 curriculum@mrhealthtech.com

 95-97 Kifissias Avenue, 151 24 Marousi, Athens, Greece

Creating and maintaining a work environment that promotes respect, diversity and dignity is important to us. We strive for equality in our workplace, to eliminate employment barriers, and promote a workplace based on principles which align with our company values and promote positive employee practices.