

STADA IT Solutions has been established with a goal to provide IT services to entire STADA Group Worldwide.

IT Service Manager (f/m)

Your responsibilities will include:

Professional Tasks

Ownership of the IT Service Management processes

- Responsible for the IT Process design, implementation and adoption according to the organization maturity level
- Acting in a role of the Incident, Change and Problem Manager
- Tracking and following relevant process KPI's
- Creating and management of IT Service Catalog and CMDB (Configuration Management Database)
- Responsible for defining and optimizing operational procedures and policies in IT Infrastructure Office in cooperation with QA department
- Working with the clients and IT Infrastructure teams to identify and manage service improvement activities
- Communicating of ITIL process implementation across the organization
- Responsible for the governance with IT Operation vendors in STADA markets, including defining Service Level Requirements towards them as well as to internal teams and following up on SLA execution
- Running Service Management Meetings with Infrastructure Operation vendors
- Building service delivery reports and tracking relevant process KPIs
- Creating RfP for selected initiatives and projects and providing technical recommendations and vendor selection support
- Maintaining relationship with key vendors in the company's IT Infrastructure portfolio

Your qualifications:

- Bachelor or Master Degree in Computer Science, Engineering or a related discipline with an information technology focus, or relevant experience within the industry
- Minimum five years of experience in IT Service Management implementation projects and ITSM roles
- Experience of working with IT processes including process improvements, measuring quality of delivery and excellent command of ITIL framework



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- Experience in running and participating in cross country IT projects
- Broad understanding of IT infrastructure, Cloud services, and Information Security
- High degree of flexibility and ability to work with employees at all levels of the organization with diverse backgrounds
- Good skills in reporting and follow-up
- Presentation skills, ability to balance the long-term "big picture" and short-term implications of decisions
- Strategic, solution and cost-oriented thinking
- Strong desire to drive change, and ability to adapt to change quickly.
- Strong consulting skills (relevant/technical)
- Relevant industry certifications are highly desirable
- Fluent language skills English (additionally German is an advantage)

Place of work is Belgrade/Vršac, Serbia

If you are interested in the vacancy in our parent company STADA, please send your applications to the following e-mail: jobs@stadaitolutions.com

