

Service Delivery Manager

T-Systems Slovakia

Job ID: 101159
Country: Slovakia
Location: Kosice
Region: East Slovakia
Employment Type: Full Time - Regular
Job Level: Professional
Languages Required: English

Job Description

Key accountabilities
Coordinate the execution of contracts in a way that contract fulfillment achieves or exceeds the expectations of the external or internal customer, while keeping costs at an optimal level. Procure services for the client inside or outside the organization at an optimal price and quality. Oversee all factors which might affect contract fulfillment.
Accountabilities

- Manage optimal contract fulfillment for both the client and the company for the duration of the contract
- Approve Delivery model (feasibility, time, quality, budget) in order to meet contract agreements
- Procure services for the client at optimal price and quality
- Coordinate the service delivery activities between the organizational units and supervise their work in the interest of contract fulfillment
- Observe and adjust the budgets and cost reduction
- Procure services in compliance with the deadlines and the expected service levels
- Guarantee cost-effective implementation of the expansion of internal IT infrastructure and resources
- Handle customer complaints and escalations within the framework of the complaint management process
- Process claim management towards customer
- Manage continuous improvement of delivered services
- Manage and evaluate changes in dynamic documents in compliance with document management
- Develop and drive innovation within the customer base.
- Ownership of annual TRI*M (customer satisfaction) programme; ensuring that targets are set and cascaded to the accounts, service improvement plans are in place and closely managed and that all international reporting requirements and quality gates are met.

Other benefits

- Cafeteria - individual benefit
- Trainings and development opportunities
- Discounts at various providers in Košice
- Possibility of Home office
- Pension savings contribution
- Meal vouchers contribution
- Teambuildings
- Extra vacation days
- Young and enthusiastic working environment
- Diversity Program
- Health Weeks

- Sport Activities
- Weekend Events
- Work life Coaching
- Doctors at workplace
- Credit card
- Metro card
- Referral bonus /financial/
- Rotations possibilities

<u> Requirements </u>
 Education

- University education 2nd degree (preferred field of study - Information technologies)

 Experience

- Minimum 2 years of experience of customer relationships, confidence and presence to deal with customers
- Minimum 3 years of experience in ICT Delivery Service Management

 Language

- German - B2 or C1 Level - mandatory
- English - advantage

 Salary
 Minimum 985 €. The final basic wage component can be adjusted accordingly to individual skills and experience of selected candidate.

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 Others

- Self-motivated individual with excellent interpersonal communication and influencing skills
- Excellent motivator with ability to achieve results
- Able to resolve issues independently
- Excellent Customer interface
- Sound knowledge of project management principles
- Mature specialized professional knowledge (deep understanding of a specific professional field)
- Analytical and problem solving attributes
- Exhibiting tact and diplomacy
- Experience of post-sales support - advantage
- Cost control and budget planning
- Customer orientation, excellent leadership, communication skills, negotiation skills, time management, problem solving ability, result orientation, presentation skills
- General IT overview, TSI portfolio knowledge, MS Office
- Certification - ITIL V3 Foundation, SeM Advanced

T-Systems Slovakia

technologies.

 T-Systems Slovakia was established in Slovakia in 2006 with the goal of providing information and communication (ICT) outsourcing solutions for the global corporate clientele of the Deutsche Telekom AG Group. The company has been based in Košice since its establishment. It was established as a subsidiary of T-Systems International GmbH, which has its head office in Germany and is a part of the global Deutsche Telekom AG Group.
 The Slovak company provides outsourcing services for corporate customers in Germany, the European Union and at a global level. The size and breadth of activities and quality of work delivered by T-Systems Slovakia is a major reason why the T-Systems brand is the market leader in Germany and one of the big four ICT service providers in Europe.
 The company has used the last decade to grow from nothing to the second-largest IT company in Slovakia and the second-largest employer in the east of the country. T-Systems Slovakia had 3,850 employees in Košice at the end of 2016, which makes it the second-largest shared service center in Slovakia and one of the top fifteen largest employers in Slovakia.
 Thanks to our highly qualified and motivated employees, our company has the fastest growing added value in the IT sector in Slovakia.

Contact

T-Systems Slovakia

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