

# Process Manager for Process Improvements

T-Systems Slovakia

**Job ID:** 104431  
**Country:** Slovakia  
**Location:** Kosice  
**Region:** East Slovakia  
**Employment Type:** Full Time - Regular  
**Job Level:** Young Professional

## Job Description

Mission:

- Performs tasks related to the respective Production processes. Coordinates and controls processes according to valid standards in order to increase the efficiency of the service activity and customer satisfaction. Designs and produces internal and external reports related to process management.
- Coordinates and organizes activities related to group of colleagues related to daily tasks or small team projects on a regular basis. Provides active on site support, training and development activities for other colleagues. Identifies gaps and deviations in existing processes/instructions and actively defines and implements improvements.
- Governance of the process management within the unit or company. Designs and implements changes in processes or sub-processes according to valid standards and in order to increase the efficiency of the service activity. Provides consultancy in assigned processes. Prepares and controls optimization measures relating to processes and reporting.

Accountabilities:

- Challenge the quality of production process to ensure Zero Outage targets
- License management topics
- Manage teleconferences with all required participants to coordinate actions to be taken
- Manage continual service improvement to increase customer satisfaction
- Managing of process related projects to ensure Continuous Improvement on TSI Level
- Leading in building up respective process communities to increase awareness to expected levels
- Manage the interface between process and operational topics to ensure proper communication
- Manage regular KPIs and set-up actions in case of deviance to keep quality awareness on expected level
- Coaching and consultancy of respective processes to share knowledge

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

<br> <br><u> Requirements: </u> <br>Education

- . University degree

<br> <br>Experience

- . Experience in IT Services minimum 2 years
- . Detailed overview of ICT industry environment
- . Steering of projects in project management for complex and multi-national projects
- . Deep knowledge of quality management methodologies (e.g. KPI reporting, Management systems, Excellence programs, Quality tools)
- . Experience of IT operations across all layers (e.g. application operation, system operation, infrastructure, network, storage, desktop)
- . Passed ITIL Foundation examination and at least one advanced ITIL examination

<br> <br>Languages

- . English B1
- . German advantage / mandatory B2 for Telekom IT

<br> <br>Others

- . Communication skills
- . Flexibility
- . Responsibility
- . Analytical skills
- . Pro-activity and pro-customer orientation
- . Ability to work as an individual also as a part of the team

<br> <br>Minimum monthly salary is 875 € brutto + variable part of salary + other financial benefits. The final basic wage component can be adjusted accordingly to individual skills and experience of selected candidate.

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## **T-Systems Slovakia**

<u> Brief description of the company </u> T-Systems delivers high-quality services combining information and communication technology (ICT). The company's broad expertise in both fields makes the business customer division of Deutsche Telekom a preferred partner for multi-national corporations, small and medium-sized businesses and public institutions. Over 160,000 customers from every industry worldwide benefit from the company's special expertise in providing integrated ICT solutions from a single source. T-Systems is the only company to offer its own complete ICT portfolio and to combine IT (Information technology) and communication technology to produce new solutions.

## **Contact**

T-Systems Slovakia

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