

Service Delivery Manager

IT Services Hungary

Job ID:	104434
Country:	Hungary
Location:	Szeged
Region:	Csongrád megye
Employment Type:	Full Time - Regular
Job Level:	Professional
Languages Required:	English
Experience Required:	3-5 years

Job Description

- Customer contact at multiple levels
- Coordination of work with customers, delivery units, development teams
- Escalation handling
- Improving and defining processes based on past experience / proactively
- Collaboration with cross functional units
- Proactive business development
- Finds existing and future customer needs together with sales and delivery

Job requirements

- 3-5 years experience in a similar field
- Experience in virtual team coordination
- Ability to drive issues independently
- Presentation skills
- Strong customer focus
- Effective communication both written and verbal
- Team player
- German C1/ English B2at least
- Structured personality
- Team player
- Willingness to travel
- Understanding of product development

 Advantages:

- Experience with the most common project management tools (JIRA, Confluence, etc)
- Work experience in multinational teams.
- ITIL knowledge
- Experience in the IT industry

IT Services Hungary

 IT Services Hungary is the biggest ICT employer of Hungary, the subsidiary company of T-Systems International. Our company uniquely offers the whole portfolio of ICT-service. Our centres in Budapest, Debrecen, Pécs and Szeged satisfy our international clients in systemintegrational and operational fields, but in our wide offer you can also find all the widely used software and hardware platforms of SAP system services as well as distant and local server operation, network management and supervision. The appreciation of our work is shown by winning the „Investor of the Year” award both in 2008 and 2015. In the year 2014/15 „Employer of the Year” (National Champion) award was also collected by us. Since 2014 the company has been a multiple Superbrands award winner, and IT Business gave us the title: „The Most Successful ICT enterprise” in 2017.
 We are looking for experienced professionals as a still developing and broadening company!

Contact

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