

Solution Manager Communications IT Services (m/f/d) - REF75459S

Vos activités

As a Solution Manager, you will assume responsibility in the role of a Service Owner for key services within our Communications IT Services Portfolio. This includes overseeing Internet and Intranet Web Services, Analytics, Social Media Management, and Monitoring, as well as other services tailored for our customers in Automotive Communications. In addition, you will manage IT projects that span across various divisions, ensuring that your services are developed and delivered in a customer-oriented manner.

Main tasks

- Create, align, and adjust service strategy and perspective together with the customer(s)
- Management and coordination of the entire service chain and implementation of processes in alignment with all stakeholders as well as management of the service information flow
- Optimization of the services and introduction of technical innovations
- Ensuring and verifying of service and process quality
- Assuming project responsibility for the introduction of new or replacement of existing IT services
- Responsibility for change and demand management
- Budget responsibility for the services to be provided
- Consulting for projects with interfaces to the web service environment
- Networking, exchange, and cooperation with external software providers regarding future product developments

Votre profil

- University Degree in Computer Sciences, Business Administration, Business Informatics or similar educational background
- Several years of work experience in IT Service or Project Management
- Profound knowledge and experience in Service Management e.g. as Service Owner or Application Owner
- Profound project management skills
- Experience in managing external service providers
- Expertise and passion in knowledge and information management as well as technical knowledge about web content management, analytics and search technologies
- Fluency in German and English (written and spoken)
- Excellent communication and moderation skills
- Very good negotiation skills and ability to find workable solutions for all stakeholders
- Independent, structured, results- and customer-oriented work method
- Willingness to travel international



Référence
REF75459S

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Notre offre

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As HR IT department, we take pride in delivering innovative IT solutions that support every stage of the employee lifecycle. Our global operations and projects are diverse, exciting, and filled with opportunities to make a real impact. What truly sets us apart, however, is our exceptional team spirit. We are driven by a shared passion for excellence, striving for shared success, built on trust, mutual support, and the freedom to take initiative. Together, we celebrate our achievements and continuously push boundaries to create impactful solutions.

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A propos de nous

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The Automotive group sector comprises technologies for passive safety, brake, chassis, motion and motion control systems. Innovative solutions for assisted and automated driving, display and operating technologies, as well as audio and camera solutions for the vehicle interior, are also part of the portfolio, as is intelligent information and communication technology for the mobility services of fleet operators and commercial vehicle manufacturers. Comprehensive activities relating to connectivity technologies, vehicle electronics and high-performance computers round off the range of products and services.