

ITIL Situation Manager

Jūsų užduotys

ITIL Situation Manager (High Priority Incident Management) is accountable to actively participate and support the delivery of end-to-end services in line with customer and internal SLAs/KPIs. They act as a bridge between technical teams, stakeholders, and leadership to ensure quick resolution and minimal business impact. The role requires expertise in ITIL frameworks, strong communication skills, and the ability to work under pressure in high-priority situations.

You will also:

- Work together with the Situation and Incident Management communities
- Be in charge of High Priority incident resolution within compound environments with complete confidence, engaging internal and external support teams globally
- Make sure all predefined KPIs for response times, breach times and resolution times are fully respected
- Participate in internal and external audits.
- Work closely together with the external service provider that will process the prio 1 and prio 2 cases, according to the internal procedures
- Lead and coordinate resolution efforts together with the service provider for major incidents affecting IT services.
- Identify the root cause and implement corrective actions to prevent recurrence.
- Ensure adherence to ITIL best practices for incident and problem management.
- Act as a point of contact for business units during critical IT incidents.
- Maintain a database of known errors and solutions to improve incident handling.
- Analyze incident trends and suggest process improvements.
- Conduct post-incident reviews and lessons-learned sessions.
- Generate reports on incident trends, resolution times, and impact analysis.
- Track service level agreements (SLAs) and key performance indicators (KPIs).
- Recommend automation or proactive monitoring to reduce incident frequency.

Reikalavimai

- Education: Bachelor's degree in IT, Computer Science, or a related field.
- Certifications: ITIL Foundation, ITIL Intermediate or Expert (preferred).
- Experience: 3+ years in IT service management, with a focus on incident or problem management.



Darbo ID
REF77675N

Darbo sritis
Informacinės technologijos

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Darbo laiko lankstumas
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- Strong analytical and problem-solving abilities.
- Excellent communication and stakeholder management skills.
- Ability to work under pressure and manage multiple priorities.
- Experience with ITSM tools like ServiceNow, BMC Remedy, or Jira.

Mes siŭlome

- 13th salary;
- Performance bonus;
- Christmas & Easter bonus;
- Seniority bonus;
- Flexible working time;
- Competitive salaries & benefits;
- Health & wellness (Life Assurance, Private Health and Dental Insurance, Sport activities, Canteen, 24/7 Helpline with Psychologists etc.);
- Different discounts (tires, glasses, medical, shopping, etc.);
- Relocation bonus for non-Timisoara Residents;
- Professional development opportunities (in Technical and Leadership Areas);
- International Work Environment & Traveling Opportunities.

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Apie mus

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