

Provider Manager Workplace Client Service (Print) (m/f/d)

あなたの仕事内容

The Workplace Client Service Provider Manager role within the Tires IT Infrastructure Organization, focusing on ensuring high-quality performance from service providers. This position involves managing relationships and contracts with external vendors, evaluating their performance, and ensuring services align with business needs. Expertise in Print Service and Workplace topics is crucial for providing technical support and guidance.

Your tasks

- Manage and monitor the performance of service providers to ensure SLAs and KPIs are met.
- Build and maintain strong relationships with external vendors to ensure effective collaboration.
- Conduct regular performance reviews and audits of service providers.
- Identify and implement opportunities for improvement in the services provided.
- Coordinate and escalate issues and incidents involving service providers.
- Collaborate with internal teams to ensure services meet business requirements.
- Prepare and present reports on service provider performance to management.
- Ensure the effective deployment of Print Service and Workplace Services.
- Provide technical guidance and support for Print Service and Workplace Service related issues.

あなたのプロフィール

Your profile

- Academic degree in computer science or business administration
- Several years of experience in managing IT service providers, preferably in the Workplace Client Service area.
- Strong communication and negotiation skills.
- Experience in contract and SLA management.
- Ability to analyze complex problems and develop effective solutions.
- Knowledge of ITIL or other IT service management frameworks is a plus.
- Proficiency in Windows operating systems and Workplace Applications (e.g. O365) applications.
- Ability to work collaboratively with cross-functional teams.
- Excellent organizational and time management skills.
- Strong customer service orientation
- English language skills - min. B2



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オファー

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