

ITIL Service Desk Service Owner

담당 업무

ITIL Service Desk Service Owner 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 ITIL Process Management communities.
- Be in charge of 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 with the external service provider that will process the first level, second level, and third level support 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, problem, workorder, 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.

지원자 프로필

- Education: Bachelor's degree in IT, Computer Science, or a related field.
- Experience: 3+ years in IT service management, with a focus on incident or problem management.
- Experience with ITSM tools, for e.g. ServiceNow, BMC Remedy, or Jira.



직무-아이디
REF80526K

모집 분야
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- Certifications: ITIL Foundation, ITIL Intermediate, or Expert - is a plus.
- Strong analytical and problem-solving abilities.
- Excellent communication and stakeholder management skills.
- Ability to work under pressure and manage multiple priorities.

채우 조건

What we offer:

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- Performance bonus;
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기업 소개

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