

ITSM Specialist

Responsabilități

We are seeking a detail-oriented and analytical ITSM Specialist to join our team in Timisoara, Romania. As an ITSM Specialist, you will play a crucial role in optimizing our IT service management processes and ensuring efficient delivery of IT services across the organization.

- Implement and maintain ITIL-based processes and best practices
- Manage and optimize service management tools, such as BMC Helix
- Analyze IT service performance metrics and generate reports for continuous improvement
- Collaborate with cross-functional teams to identify and resolve IT service issues
- Develop and maintain documentation for ITSM processes and procedures
- Conduct regular audits of ITSM processes to ensure compliance and effectiveness
- Provide training and support to IT staff on ITSM tools and processes
- Participate in incident, problem, change, knowledge, and other process management activities
- Contribute to the development of service level agreements (SLAs) and key performance indicators (KPIs)
- Stay up-to-date with industry trends and emerging technologies in ITSM

Cerințe

- Bachelor's degree in Information Technology, Computer Science, or a related field
- ITIL certification (preferably ITIL V3 Foundation or higher)
- 1-2 years of experience in IT Service Management concepts or practices
- Strong knowledge of ITIL framework and IT service management best practices
- Experience with process improvement methodologies and implementation
- Familiarity with ITSM process implementation and optimization, including one or more non-ITIL frameworks
- Strong data analysis and reporting capabilities
- Proficiency in service management tools such as BMC Helix
- High level of analytical, critical-thinking, and problem-solving skills
- Effective communication skills, both written and verbal, oriented to Process and Project Management, Procedures, and Collaboration
- Basic familiarity in one or more technical IT operations and support areas, e.g. networks, servers, workplace, applications, IT audit, cybersecurity, etc.
- User level expertise with software/hardware capabilities for utilization of networks and data



Job ID
REF87768S

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Despre noi

ContiTech AG is a German company that develops and manufactures technical elastomer products, rubber and plastic functional parts, components, and systems for machine and plant engineering, mining, and other industries. The company was founded in 1991 and is headquartered in Hanover, Germany. ContiTech develops, manufactures and markets products, systems and intelligent components made of rubber, plastic, metal and fabric. The company develops and manufactures cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries.