

ITSM Specialist

Jūsų užduotys

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

Reikalavimai

- 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



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