



IT Operations Manager Wireless / ITSM (m/w/d) vor Ort in Hamburg

Für einen Kunden sind wir derzeit auf der Suche nach einem IT Operations Manager Wireless / ITSM (m/w/d) vor Ort in Hamburg.

Start: asap

Laufzeit: 12 Monate +

Auslastung: 100%

Standort: Hamburg (100% vor Ort gewünscht. Kleiner remote Anteil ggf. nach Absprache möglich)

Sprache: Deutsch & Englisch

Kandidaten aus dem Hamburger Umland bevorzugt.

IT Ops with ITSM knowledges and network background (not a technical profile but have to understand the technical part).

WP Objectives:

Assist project execution and perform operational tasks to establish robust operational processes, guarantee compliance, safeguard ops and meet SLA standards.

The Activities are :

Wireless IT OPS focal point

- + Follow incidents and day-to-day run activities (lead operational team)
- + Manage changes (lead operational team)
- + Definition & integration of improvement programs
- + Ensure properly the Entry into Service of new designs or solution (lead the operational team)
- + Handle on demand crisis manager role
- + KPIs reporting
- + Manage Wireless standard request

Skills:

- + ITSM process
 - + Connectivity : solid knowledge of Radio technologie then good understanding of LAN, security.
 - + Collaborative and team spirit
 - + Proactiveness
 - + Autonomy & reporting
 - + Excellent relationship with IM collaborators & manufacturing customers.
 - + Customers service focus
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