



For our Client, a multinational high-technology company, we are looking for a:

### **IT INFRASTRUCTURE SPECIALIST (FLUENT ENGLISH, ITIL, SAP)**

#### **Main Duties and Responsibilities**

- Ensures IT Infrastructure Operations and Service Delivery across locations managing local IT Infrastructure Service Teams and ensure people development
- Implements new IT Services with local and global team
- Ensures that systems, processes and methodologies specified are followed and to ensure effective monitoring, control and support of service delivery
- Understands ITIL framework, especially Incident, Problem, Change Management, Reporting and overall SLA Management
- Builds IT service relationship with customers and Business Relationship Manager
- Responsible for local IT Infrastructure Projects
- Supporting global Team in setting up and managing the IT Services and IT Service Catalog
- Supporting global Team in setting up and managing the IT Service Level Agreements
- Communicates with local Infrastructure team and global Infrastructure Delivery Team
- Communicated and receives demand from Business Relationship Manager as well as Global Application Owners

#### **Requirements**

- 6-10 years working in Information Technology
- **Minimum 3 years working in Information Technology Service Management and/or technical service team**
- Experience in leading local and shared IT Service Teams - Proven people management skills, team leadership



- Experience in IT Infrastructures, Client Server & SAP Basis Know-How, especially in large organizations
- **Fluent English knowledge**
- Practical working knowledge of Service Management Principles with Program/Project management skills

## **PLACE OF WORK**

Komárom-Esztergom County

Please send your CV in English, including personal data protection clause to: [judit.nagy.cv@impc.hu](mailto:judit.nagy.cv@impc.hu). Please indicate the position in the field of subject: **IT INFRASTRUCTURE SPECIALIST (FLUENT ENGLISH, ITIL, SAP)**

## **Elérhetőségi adatok**

**IMPC Personnel Hungária Kft.**

**Kapcsolattartó:** Nagy Judit

**E-mail:** [00183@impc.hrszoftver.hu](mailto:00183@impc.hrszoftver.hu)

**Mobil:** +36-30-386-8362

**Telefon:** +36-22-500-240

**Web:** [www.impc.hu](http://www.impc.hu)

**Nyilvántartási szám:** 20158-1/2009-5100-678