

JOB DESCRIPTION – JUNIOR IT SERVICE DELIVERY MANAGER

The Alliance Automotive Group (AAG) is a leading distributor of passenger and commercial vehicle parts to the independent automotive aftermarket in Europe. It operates in the United Kingdom, Ireland, France, Germany, Poland, Spain, Portugal, Belgium and the Netherlands. The company is a wholly-owned subsidiary of Genuine Parts Company (GPC), the largest worldwide automotive parts distributor with activities in North America, Europe, and Australasia. The AAG has a revenue of 3.1 billion euros with over 15,000 employees.

We are looking for a **Junior IT Service Delivery Manager (f/m/d)** to join our European IT Team.

Responsibilities:

As a Junior IT Service Delivery Manager, you will be responsible for supporting the delivery of IT services to our internal clients or customers. You will be working with the IT unit on the corporate level, providing services to our country organizations. The services include Azure cloud hosting, data warehouse capabilities, and centrally managed applications (e.g., ServiceNow).

Your duties will include:

- Assisting in designing and implementing core IT Service Management processes and structures
- Managing existing Service Providers responsible for Support and Development
- Supporting the management of the interface between customers/consumers of services and the IT team in times of crisis
- Recommending solutions, creating a future vision, and roadmap for further developing ITSM practice
- Improving process efficiency, maturity, and robustness using ITSM tools like ServiceNow
- Facilitate reporting on performance KPIs to upper management/C-level

Requirements:

To be considered for the role, you should have:

- Completed university education in the field of computer science, business informatics or comparable professional experience
- Knowledge in designing and managing ITSM processes is desired
- A creative and self-starter mindset
- Ability to work in a team, high commitment, and analytical way of thinking
- Profound knowledge of English language

Our offer:

In return, we offer you:

- Employment in an international, dynamic and successful company
- Interesting projects with international responsibility
- Personal development opportunities and good career chances
- Flexible working hours
- The option to work remotely (main office location in Münster Germany, Paris France, Ede Netherlands, Bradford or Birmingham UK, or Bilbao Spain)

Apply Here! - *Please leave a note that you found us through the rub "Stellenbörse"/Cyber Security fair.*



<https://connect.guidecom.de/jobportal/aas/viewAusschreibung/2023-070.html>