

Fujitsu is a leading provider of ICT-based business solutions for the global marketplace. With approximately 170,000 employees supporting customers in 70 countries, Fujitsu combines a worldwide corps of systems and services experts with highly reliable computing and communications products and advanced microelectronics to deliver added value to

Service Delivery Manager

Place: Łódź

Job Description:

As a Service Delivery Manager you will be responsible for delivering services according to the agreed service levels, to improve efficiency and develop its services. You will be in charge of running the daily operations together with your Team Leaders and with a close co-operation with our customers.

Skills Required:

- Excellent communication skills, written and verbal, in English.
- A minimum of three years experience managing a budget.
- A minimum of three years experience managing a team.
- ITIL Practitioner (preferably at expert/specialist level) will be an asset.

Please send your CV to:
hr.lodz@ts.fujitsu.com

Responsibilities:

- Run the operations in line with agreed risk, quality and cost levels.
- Develop, motivate and coach team leaders.
- Focusing on cost efficiency, accurate and timely deliveries.
- Conducting a clear and trustworthy leadership adjusting to changes, market conditions and executing right decisions.
- Implementing and executing organisational policies and goals to achieve business results.
- Making sure department comply with polices, guidelines and instructions within Fujitsu.
- Improving customer satisfaction within area of responsibility.

We offer:

- An interesting job in one of the largest IT companies and challenging work environment
- Competitive salary
- Full-time job.
- Social and sports activities organized by company
- Private medical care.