

Head of Intelligent Infrastructure Management

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Company: Fujitsu Technology Solutions Sp. z o.o.

Location: Poland

Category: business-and-financial-operations

Head of Intelligent Infrastructure Management

Technologies we use

Operating system

Windows

About the project

At Fujitsu, we have embarked on an integrated approach to digitally transform our business and practices, to strengthen Fujitsu's competitiveness in the digital age.

The Head of Intelligent Infrastructure Management will be responsible to develop and implement the Intelligent Infrastructure Management Service Line, contributing for the transformation in our Global Delivery Unit into the Future Mode of Operation (FMO), that supports large-scale adoption of automation, incorporates follow-the-sun, leverages AI techniques, supports a one-standard approach across all Global Delivery Centers (GDCs), securing in parallel quality and competitiveness.

The Head of Intelligent Infrastructure Management is responsible for leading and managing all aspects of the GDU Intelligent Infrastructure Management services (RIM, Networks & 5G). This includes developing and implementing IIM strategies, managing the service line's budget, and ensuring that the company's digital transformation services meets customer needs.

Your responsibilities

Lead, Manage and develop the Intelligent Infrastructure Management Service Line to

standardize and optimize service delivery across all Fujitsu locations within the Global Delivery Unit.

Improve Customer Centricity by developing deep customer business knowledge to deliver effective services that meet the customer business requirement.

Collaborate with Regions, Customer Engagement and Global PreSales teams to grow service line business.

Develop and implement competitive cost models to improve win rates and transparency.

Manage the budget for the service line including planning, monitoring actual versus planned and making necessary adjustments.

Capability Development

By transforming the capabilities and skills of the Service Line, improve service competitiveness to drive growth.

Define and implement an effective Service Line location strategy that supports Regional requirements.

Optimise Service Line Resource Management by effective cross-training/upskilling, recruitment and planned attrition.

Ensure that resolver group Delivery Standards are achieved aligned with S360 performance metrics

Drive standardisation across all resolver groups versus the GOSA delivery kit baseline, including maintaining defined services, outcome base cost models and learning pathways, working with Delivery Partners and Regional teams to achieve excellence in Customer Experience & align success measures.

Develop and implement competitive cost models by utilising best practice, maximising labour arbitrage benefits whilst imbedding automation and AI to improve win rates and transparency.

Support on acquisition (during the deal), integration of acquired companies and the merging of employees and best practices from them, overseeing the post-merger

integration.

Our requirements

8+ years of relevant experience in IT service management, with a focus on RIM, Networks and/ or 5G, in complex environment ideally across a dynamic global footprint.

Strong leadership skills to lead and manage a team of Senior Leaders, providing guidance, coaching, and support to ensure the team is equipped with the necessary skills, knowledge, and empowerment to deliver high-quality services to clients.

Great at building relationships with key stakeholders based on mutual respect and trust. Highly effective when working within a matrix. Excellent communication, presentation and collaboration skills are essential.

Obsessive about delivery within a diverse customer base and a naturally inquisitive and proactive person, asking insightful questions to obtain early identification of opportunities, risks, and innovative thinking.

Strong financial awareness, including budgeting, forecasting and financial analysis. Ability to manage the service line's profitability.

Demonstrates the ability to analyze complex problems, creativity, and innovation in applying solutions for the benefit of the customer/stakeholder.

Able to achieve outcomes by exercising influence through use of knowledge and experience. Able to manage projects and change effectively and ensure that projects are implemented smoothly, without disrupting service delivery and client satisfaction, on time and within budget.

Value the Diversity of our people and locations, demonstrating cultural empathy and the ability to build and live a « customer centric » culture based on our Fujitsu Way and value set.

This is a global role requiring flexibility in working practices to accommodate communication across Fujitsu regions. You will be expected to join remote meetings that may be early or late in your day but can also balance your working time. Frequent travel is required.

What we offer

Private medical healthcare

Group life insurance

Mental health & well-being support

Flexible work opportunities – from modern offices with parking or home

2 paid “happy hours” per month, cumulative 3 additional days off per year

Additional day off after using holiday entitlement

Holiday allowance „Wczasy pod gruszą”

MyBenefit cafeteria

Sport cards

Free e-learning platforms

Free language courses – English, German, Japanese

Sharing cost of professional trainings & certificates

Responsible business initiatives

Employee referral program

Benefits

sharing the costs of sports activities

private medical care

sharing the costs of foreign language classes

sharing the costs of professional training & courses

life insurance

remote work opportunities

extra social benefits

holiday funds

employee referral program

one shorter working day

extra leave

Fujitsu Technology Solutions Sp. z o.o.

Fujitsu offices in Poland are located in Warsaw, Łódź and Katowice. In Warsaw we perform sales and client support services. The Global Delivery Center Poland, located in Łódź and Katowice, employs specialists within business areas: Service Desk, Service Management, DX Services, Application & Multi-Cloud Services, Workforce & Workplace Services, Enterprise Cyber Security Services, Business Process Services oraz Program & Project Services.

In Łódź, Fujitsu also employs professionals for Fujitsu Business Services, in the following areas: Finance (P2P, O2C, General Ledger, Project and Contract Accounting, Treasury, Master Data, Bid Finance Team and Product Pricing Office), Supply Chain (Order Management & Procurement), Internal Audit, Assurance as well as HR Service Delivery.

At Fujitsu we firmly believe that technology enables people's happiness and wellbeing. As it plays a more important role than ever before, we must put people at the center of everything that we do. We believe a human-centric approach is the only way to deliver on the promise of the digital.

Information clause Please be advised that the controller of your personal data, collected in connection with the recruitment process in which you participate, is the company under the name Fujitsu Technology Solutions Sp. z o. o. seated in Warsaw (02-255) Krakowiaków 36 Street, e-mail: GDPR.Poland@ts.fujitsu.com (hereinafter: „Data Controller”). Your personal data will be processed by the Data Controller for the purpose: •Conducting recruitment processes pursuant to art. 6 clause 1 b GDPR, i.e. the need to take action at your request, before concluding the employment contract. Processing for this purpose will take place until the end of recruitment for this position. •Carrying out recruitment processes in the future for positions other than those for which you are currently recruiting, if you express your voluntary consent, which will be a prerequisite for processing resulting from art. 6 clause

1 a GDPR. Processing for this purpose will take place for the time during which the Data Controller will have positions for which, due to your education and experience, your candidacy may be taken into account in the event of recruitment, however, no longer than until you withdraw your consent. Pursuing claims and defense against claims arising from recruitment processes in which you will participate - based on the premise of art. 6 clause 1 f GDPR, i.e. the justified interest of the data controller described above. Processing for this purpose will take place until the expiry of the limitation period for claims, and in the event of the initiation of proceedings from such a claim - until the final termination of the proceedings. Personal data will be transferred by the Data Controller to public entities, if the obligation to provide it results from the generally applicable provisions of law. Please also note that you have the right to request from the Data Controller: access to personal data, rectification of personal data, delete personal data, restrictions on the processing of personal data, the right to object to the processing of personal data, the right to transfer personal data, the right to withdraw consent – in the case of processing your data based on the premise of consent, the right to lodge a complaint to the President of the Office for Personal Data Protection in connection with a breach of personal data protection. The rights listed in points 1-7 above can be realized by sending an email to: GDPR.Poland@ts.fujitsu.com Providing personal data by you is voluntary, but necessary to participate in the recruitment process.

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