

## IT Senior Service Delivery Manager with German

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Company: Fujitsu

Location: Poland

Category: other-general

### Why to #ShapeYourWorld with Fujitsu?

Want to work with teams who achieve together and with technology that is shaping the way the world learns and lives? Come and #ShapeYourWorld at Fujitsu! We are the leading Japanese information and communication technology (ICT) company, offering a full range of technology products, solutions, and services. We use our experience and the power of ICT to shape the future of the global society together with our customers. We're looking for an IT Senior Service Delivery Manager with German. Read the job description, leave your CV, and grow as an expert with us!

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets. The overall financial management, control and stewardship of the IT assets and resources used in the provision of IT services, ensuring compliance with all governance, legal and regulatory requirements. The overall management and control of the operation of formal contracts between own organization and suppliers, for supply of products and services.

### Your responsibilities:

Leads service delivery to customer in order to deliver contracted service commitments & continual service improvements.

Develops effective relationships with customer senior management team.

Accountable for forecasting and management of the account P&L (orders, revenue & margin), balance sheet, and cash. May be accountable for the TCV forecast.

Actively owns service risks, controls service costs & improves productivity for customers & Fujitsu in order to increase profitability (Fujitsu) & continually improve cost effectiveness (Fujitsu & customer).

In conjunction with the customer identifies & defines requirements for new services. Ensures such services are professionally introduced & accepted into service.

Proactively leads internal and external suppliers in a service partnership as 'one service team'.

Leads the continual improvement of Service Delivery standards & practices.

Manages the service delivery team of SDMs and Specialists delivering to the customer(s), driving development and effectiveness.

Identifies opportunities for new business and account growth. Works independently, or with Account Management Team, to develop new business within the account, where appropriate, leading on new business such as renewals.

**Our requirements:**

Proficient in German and English language.

Service performance meets service level agreement (SLAs).

Delivery of Account P&L.

Service availability, continuity, security & capacity.

Delivering to cost budget.

Improving efficiency target.

Additional profitable service revenue.

Customer satisfaction & action plan.

Performance Management.

Account/ Sales growth targets.

### **Additional Requirements:**

Willingness to travel > 20%

### **We are offering:**

MyBenefit platform

Private medical healthcare

Sport cards

Lunch benefits and discounts

Group insurance

Glasses refund

Awards

Holiday allowance „Wczasy pod gruszą”

Virtual Trainers Team

SABA – free of any charge learning platform with e-learning, e-books, courses, and educational materials

Introduce a friend

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