

## SAP Service Manager

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Company: Nagarro

Location: Poland

Category: other-general

### Job Description

Ensuring contractual IT services for our existing customers. These are SLA-based and relate to SAP Application Management, SAP Technical Management, and End User Service.

Responsibility for the complete ITIL-based service processes. This includes regular service meetings with the customer and reports on the achievement of the defined SLAs and KPIs.

Building and maintaining an excellent customer relationship with high customer satisfaction and positive financial results.

Responsibility for your customers service outcomes, including planning, monitoring and billing of services and projects using internal tools (SAP Solution Manager, SAP S/4HANA, SAP Analytics Cloud and more).

As a transition manager, you will lead the phase-in projects of new customers in Managed Services, for smaller projects you will take on the role of project manager for existing customers.

### Qualifications

Degree in business administration/business informatics or a comparable qualification with several years of professional experience in the field of IT Service Management.

Ideally experience in SAP consulting and the support of SAP systems, project manager or support manager.

Good knowledge of IT service processes such as ITIL, ISO 20000, COBIT or others. Ideally ITIL certified and SAP CEE certified.

A high level of customer engagement and service orientation as well as strong assertiveness and security in appearance.

Business fluent in **German** and fluent knowledge of **English**

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