



Our client is one of Europe's leading integrated healthcare provider. With 26 countries, the company now offers a Europe-wide unique area coverage and is an important contribution to comprehensive health care. This means diverse challenges and flat hierarchies in an international environment. For the location in Fürth our customer is looking for a qualified:

## Infrastructure Business Service Manager (m/f/d)

**Job-ID: CF-00004100**

**Ort: Fürth**

### **Main tasks:**

- Advice and coordination of changes to existing Infrastructure SAP systems within the team, with service providers and Business Partners
- Ensure delivery of cost optimized infrastructure services to Business Partners
- Coordination and conducting of review meetings providing adequate KPI reporting
- Regular analysis of the Infrastructure Business Services KPIs and providing recommendations for optimizations to meet the business requirements (availability, capacity, performance, security, etc.)
- Handling the Infrastructure SLA contract stack
- Service consultation towards Business Partners in cooperation with Business Alignment Managers, in handling new demands to offer adequate Service quality in comparison with Service cost based on available Service Catalogue
- The availability of the delivered solutions to meet Business Partner requirements
- The coordination with internal teams and external service providers to evaluate adequate service cost and quality optimized solutions
- Collecting demands and analyses market trends to plan appropriate developments / evolutions / extensions of the Service in accordance to the Business needs

### **Your technical qualifications:**

- Understanding of complex Hosting environments in x86 and Enterprise area
- ITIL Process Management to ensure quality of infrastructural services delivered to our Business Partner
- Experience in dealing with OLAs/SLAs stack, Service Monitoring and Reporting, Service Catalogue Management, Service Cost Optimization, Service Introduction Process
- In daily operations you are working efficient, Business Partner oriented and you are interacting with Infrastructure Technical Service Managers to optimize solutions by documenting and sharing KPI reports with relevant stakeholders
- Strong social skills to coordinate interdisciplinary tasks and to manage relationships with relevant stakeholders
- Your business and technical English skills are adequate to handle all topics within an European acting company

### **Our client offers:**

You can expect interesting tasks in a modern, sustainable and international environment with individual development potentials. Other than an attractive salary, you can look forward to a reduced gym membership or using a job-bike.



**Your Contact Person:**

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Apply now