

## JOB DESCRIPTION

### Process Specialist – Change manager

SL / Unit

Telekom IT

Contact Person

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Department / Team

General description/

Performs tasks related to the respective Production processes. Coordinates and controls processes according to valid standards in order to increase the efficiency of the service activity and customer satisfaction. Designs and produces internal and external reports related to process management.

Accountabilities



- Organize/participate on teleconferences/meetings with all required participants **to inform about actions to be taken**
- Coordinate continual service improvement **to increase customer satisfaction**
- Active participation in building up respective process communities **to increase awareness to expected levels**
- Active participation in process related projects to ensure continuous improvement up to TSI Level
- Execute (Implement) the interface between process and operational topics **to ensure proper communication**
- Report regular KPIs and participate in setting up actions in case of deviance **to keep quality on expected level**
- Knowledge sharing of respective processes **to raise general awareness about processes**

#### Requirements

- Education Secondary education degree
- Experience Overall overview of ICT industry environment
- Experience in project management for complex and multi-national projects

Experience of IT operations across at least 1 area (e.g. application operation, system operation, infrastructure, network, storage, desktop)

- Languages English: Advanced( B2)

German: Advanced( B2)

- Others Communication skills
- Flexibility
- Responsibility
- Analytical skills
- Pro-activity and pro-customer orientation
- Ability to work as an individual also as a part of the team