T··Systems·

JOB DESCRIPTION

ORDER MANAGER I

SL / UNIT	CONTACT PERSON
Telekom IT	Paulína Rusnáková / paulina.rusnakova@t-systems.sk
DEPARTMENT / TEAM	
TSI	

GENERAL DESCRIPTION/

Manages (Controls, Validates, Creates, Plans, Coordinates, Process) customer orders to deliver them in the specific time, quality, costs & KPI.

ACCOUNTABILITIES

Order Requestor
- Process order for customer in specific tool to deliver customer requests (creation of orders).
- Validates request in tool and collect all necessary information, documentation to complete the order.
- Delivers requestor/customer acceptance of delivered service.
- Coordinates order and provides support to implementer's teams to deliver customer order in requested time and quality.

Order Planner
- Coordinates approvals and order specification in pre-order phase.
- Executes quality checks and agrees with order requestor on commercial and technical correction for "ready to production order".
- Plans order commercially in customer specific tool – assigns cost allocation to implementer's teams.
- Plans order technically in customer specific tool – assigns active tasks to implementer's teams and release order into production.
- Participates in telephone conferences regarding orders status, process efficiency & adjustment.

Order Coordinator
- Coordinates order and provides support to implementer's teams to deliver customer order in requested time and quality.
- Monitors, measures, coordinates and escalates of troubleshooting through involved organizational units to avoid any delays.
- Represents the Delivery Partner towards the Order Requestor & provides reporting and information about the status of the order to stakeholders on regular basis or on demand.
- Participates in telephone conferences regarding orders status, process efficiency & adjustment.

REQUIREMENTS

Education	- min. secondary school
Experience	- Up to 1 year experience within the field of administration, customer service/support. - MS Office – Word, Excel, PowerPoint, Outlook - Knowledge of ICT
Languages	- English (mandatory) B2, German (mandatory) B2
Others	- Analytical thinking