

## JOB DESCRIPTION

# Process Specialist, Global Incident Control

### Company

T-Systems Slovakia, s. r. o., Košice

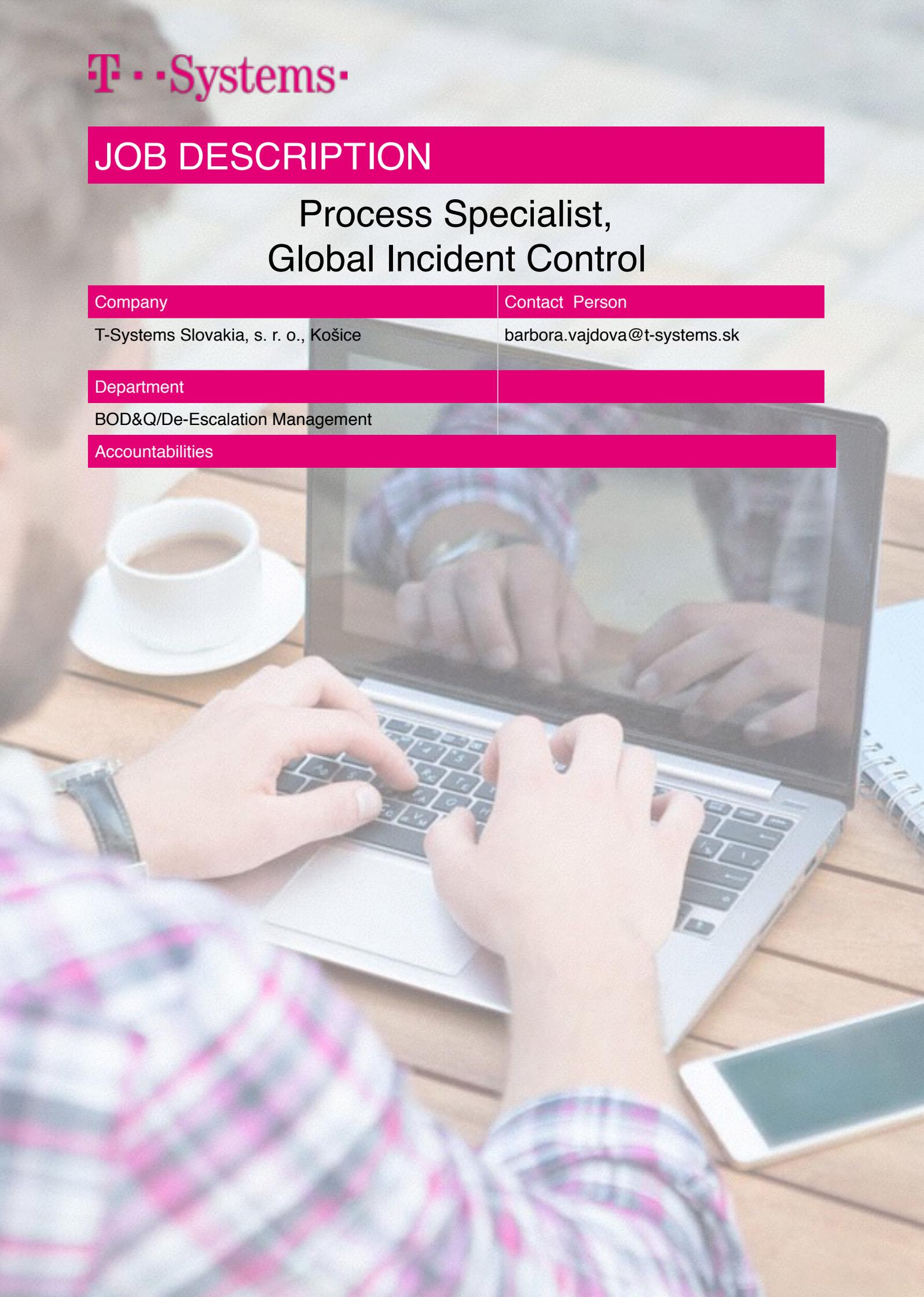
### Contact Person

barbora.vajdova@t-systems.sk

### Department

BOD&Q/De-Escalation Management

### Accountabilities





- Organize/participate teleconferences related to Critical incident situation with all required participants to inform about actions to be taken
- Providing regular reports related to Incident management on global level
- Act as support for Managers on Duty, Lead Incident Managers and Service Delivery managers
- 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 with focus on Global Incident management
- 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) is an advantage
- Experience with basic ITIL processes

Experience with quality/processes within IT area is an advantage

- Languages English: B1level - mandatory  
German: advantage / German 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
- Fast and structurally thinking, able to react quickly and without stress to critical situations
- Assertive in communication and your daily operation
- Like variable work and enjoy new challenges
- Stress resistant

Willing to work 24/7