



INFRASTRUCTURE SERVICE MANAGER

Long term thinking has been in the foreground of MagiCom Kft's business strategy. We focus on gaining market share, and we build on the strengths of our high quality human resources. To this end, MagiCom's management committed itself to the HR development standard Investors In People, which helps us to improve our HR process planning and implementation as well as its review, to maximize its benefits for our employees. In January 2007, Magicom Kft was the first Hungarian IT company to receive the Investors in People Standard recognition.

To provide a higher level of service to our business partners, we are looking for experienced, reliable

INFRASTRUCTURE SERVICE MANAGER applicants.

Responsibilities:

- Managing infrastructure related services; ensure that the service will be delivered to the desired quality, on time and in budget
- Service planning in cooperation with the management
- Responsible for the liaison between the customer and the contractor organisations, owning the relationship regarding the contracts on behalf of the customer organisation, and enabling all communications to take place effectively and efficiently
- Improves service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analysing results; implementing changes
- Participates all changes to contracts, performing initial investigations and feasibility studies on behalf of the customer organisation
- Meets contractors regularly to review progress and performance
- Checks invoices from contractors to establish whether they are valid, and recommends payment
- Is the first point of escalation for any issues or problems raised by the contractors, or users, and arbitrates in situations of conflict

Requirements:

- Good communication skills including fluency in English
- Customer focused, with consultancy and business analysis skills
- Pays attention to details and has good interpersonal skills
- Broadly skilled in information technology
- Result-oriented, confident, self-motivated, and driven / high energy
- Takes initiative to keep skills up to date and maintain awareness of developments in the IT industry
- Gained experience in a similar position, or has achieved proficiency in any development and maintenance or service delivery function (5+ years)

We offer:

- Multinational environment
- Competitive compensation package
- Wide range of free training and exam opportunities

Location: Budapest

Start time: ASAP

A character reference is needed to the job.

Please send your CV to:
Barbara Németh, MagiCom Kft.; job@magicom.com