

# KrollOntrack™

By KrollDiscovery

## IT Manager

Location: Katowice

### Wondering how your work will look like?

**Imagine that you...** Are responsible for successful performance of both the Level 1 and Level 2 support groups \* Provide leadership to a local Service Desk and L2 support teams \* Act as a point of contact for IT staff \* Own the Incident Management and Problem Management processes for all relevant parties through critical analysis and continual improvement\* Assist in improvement of the Change process through planned Changes and determining success or failure levels\* Use English every day in communication with native speakers

### Requirements:

- Bachelor's degree in technology-related field preferred or equivalent experience.
- Relevant work experience.
- ITIL v3 Foundation certification.
- 2 years minimum leadership responsibility working within Service Operations environment.
- Exposure to working in a global matrixed organization.
- Familiarity with Change, Incident and Problem Management.
- Ability to continuously improve service levels.
- Good communication skills, with strong English language, both written and oral.
- Good documentation skills with ability to set and audit procedural and process documentation.
- Quick learning and comfortable with repetitive and non-repetitive projects and tasks.
- Good organizational and time management skills.
- Results-oriented with an ability to be independent, motivated and proactive and to work with limited supervision.
- Customer-focused with resilient interpersonal skills.
- Ability to think quickly and decisively and look for alternative solutions in challenging situations.

### Nice to have:

- ITIL v3 Practitioner certification
- Project management experience

### We offer:

- Multiple internal initiatives like:
  - Lightweight communities of interest (e.g. Buggy meetings, Scrum Community)
  - Mentoring program (you can have personal mentor or you can be a mentor for others)
  - Soft Skills Academy
  - Leadership Academy and more!
- To keep creativity on high level, you can work with students on the University,
- Fun and friendly atmosphere (board games, card games, console games, whatever tickles your fancy – we've got it!),
- Attractive package of benefits , i.e. contribution of costs of a private medical care (Medicover) and a sports card (Multisport),
- Good coffee and Sweet Monday every week!

Don't hesitate! Send us your CV in English to: [praca@krollontrack.pl](mailto:praca@krollontrack.pl)