

## IT Service Level and Service Portfolio Manager

(#18170)

CONTRACT

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### Description

On behalf of our client we are looking for a IT Service Level and Service Portfolio Manager. IT Service Level manager is a strategic and tactical role within our customer's global IT. It shall ensure that the IT service portfolio and the service catalogue is managed for a global shared service IT. Your Responsibilities:

- Manage the service portfolio and the service catalogue on a global and regional level
- Support Service Strategy, Service Design and Service Pricing
- Define services, service and operational level agreements and their underpinning contracts
- Manage the technical and economical influence of demands for current and future IT
- Manage the cost distribution mechanisms for services
- Define and align IT service recharges and support the budgeting process
- Be an interface to Finance Department, IT capacity management and IT strategy function

### Requirements

You have the following skills and experience:

- Min. 3 years in similar position as a Service Level and Service Portfolio Manager
- Experience in ServiceNow appreciated
- Strong quality attitude
- Strong analytical, planning and problem solving skills
- Ability to work and succeed in a dynamic and multi-cultural matrix organization
- Willingness to travel worldwide
- Fluent command of oral and written English as the corporate language; knowledge of German or any other language would be an advantage

### Location

Zurich Unterland

### Start date

asap

### Workload

100%

### Project duration

3MM+

### Contact person

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Interested? Ms Chantal Meyer ([+41 44 810 90 90](tel:+41448109090)) looks forward to receiving your application. Apply now:  
<https://www.prostaff.ch/en/application?id=18170>

**PROSTAFF Schweiz Ltd.** - Europa-Strasse 17 - CH-8152 Glattbrugg  
+41 44 810 90 90 - [www.prostaff.ch](http://www.prostaff.ch)