

A hand-drawn business diagram on a whiteboard. The diagram shows a flow from "IDEAS" to "PRODUCTS" to "SERVICES". "SERVICES" leads to "REVENUE", which then branches into "PROFITS" and "SALES". "SALES" leads to "REVENUE" (represented by four dollar signs "\$\$\$\$"). Other boxes include "MARKETING" and "CLIENTS" pointing to "SERVICES", and "PROFITS" pointing to "REVENUE".

IT Service Manager

Job Purpose

- Consult, Train and Implement in ITIL v3 processes
- Pre-Sales support to Sales Teams
- Implementing Service Improvement Projects that improve both the efficiency and effectiveness of key services, standards and best practices in order to achieve clients objectives.

Minimum Qualifications/ Experience

- *Ability to communicate in Farsi (Persian) an added advantage*
- An Information Systems professional with 5+ years experience in the fields of Consulting & Training
- Qualified ITIL v3 Service Manager, Project Manager (Prince 2)
- As an ITIL v3 Service Manager, certified as an ITIL v3 Service Manager with minimum Project Management foundation certification. The candidate must have a comprehensive experience of the Service Management landscape, worked and/or as a Service Manager, as a Consultant for an ITSM vendor or as a Project Manager for a consulting company
- Degree or diploma in Computer Science, Information Science, Information Systems, Business and/or equivalent IT qualification.
- Must be able to effectively interact with vendors and / or suppliers as well as all levels of users
- Experience of working within a multi-cultural environment.
- Demonstrated success in developing and implementing new technologies and work processes.
- Demonstrated competency in innovative strategic thinking and leadership with strong abilities in relationship management.
- At least one successful ITSM implementation.
- Working knowledge of ITIL, ISO 20000 Quality Standard.
- Managed numerous projects using Prince 2.
- Ability to communicate in English essential

A hand-drawn flowchart on a whiteboard. The central box is labeled "SERVICES". Above it are boxes for "IDEAS", "PRODUCTS", and "DEMO". To the left are boxes for "MARKETING" and "EVENTS". Below "SERVICES" is a box for "REVENUE". Below "REVENUE" are boxes for "PROFIT" and "SALES". Below "SALES" is a box for "REVENUE" with four dollar signs "\$\$\$\$". Arrows indicate a flow from "IDEAS" and "PRODUCTS" to "SERVICES", from "SERVICES" to "REVENUE", from "REVENUE" to "PROFIT" and "SALES", and from "SALES" to "REVENUE".

IT Service Manager

Operating Environment

- The IT services have to be robust with a focus on People, Process and Technology.
- The incumbent must be prepared to work long hours in order to meet both project and support responsibilities.
- The incumbent and IT Service Management Team must have the ability to react quickly to new and changing business strategies and must be consistently improved and advanced according to industry's latest developments.
- Overseas travel will be required to investigate new technology.
- An unusual and rare combination of skills and experience are required for this position.
- Knowledge of local vendors, employment market and working in a multicultural environment are essential.

Job Accountabilities/ Objectives

ITIL Service Management Consulting:

- CFY Objective – Increase no of NEW clients.

ITIL Service Management:

- CFY Objective - Implement an integrated set of service improvement strategies and process appraisals based around ITIL and other best-practice frameworks. Ensure that services meet the needs of the business through focus on process efficiency and effectiveness, and competitiveness enhancement.

Pre-Sales:

- CFY Objective – Define a necessary service improvement structure with accompanying roles and responsibilities, that will satisfy BU's strategic improvement objectives. Recruit highly qualified and experienced project managers in the areas of ERP, MIS and CRM. Document clear and measurable departmental objectives. Achieve predefined objectives.

Projects:

- CFY Objective – Deliver the agreed project schedule.

Project Management:

- CFY Objective – Develop and manage assigned budgets. Submit proposals for new expenditure containing detailed financial information and cost justifications.

Technology Standards:

- CFY Objective – Assist in the development of improved technology standards to drive continuous service improvement.