

Manage the challenges

together with your **Trusted Advisor**

WE ARE LOOKING FOR:
**(Senior) Manager IT Service Management
(m/f/d)**

LOCATION:
Remote work (ASG region)

WE ARE...

AdEx Partners was founded out of the drive to make complex transformation projects successful and to live management consulting differently. **Together with our customers, we define the goal and prerequisites for a successful transformation, develop tailor-made solutions and provide pragmatic support for implementation.**

As a **trusted advisor**, we support companies on both a strategic and operational level. **Independently, honestly and reliably**, we support our customers based on many years of industry knowledge, also in the area of line competence. Appreciative interaction and collaborative cooperation correspond to our self-image. Through **knowledge sharing**, we achieve added value that has an impact beyond the project team.

WE ARE LOOKING FOR...

A **(Senior) Manager IT Service Management (m/f/d)** who supports our customers in optimizing their business processes with innovative IT solutions. The specific tasks include:

- **Analysis, design and optimization of business processes** with a focus on **technical requirements management** and the development of ServiceNow-based process architecture
- Supporting our customers in the selection and implementation of the appropriate ITSM tools such as **ServiceNow, BMC Remedy, Cherwell, etc.**
- Active **customer communication to manage expectations** and focus on positive business outcomes that can be achieved quickly and realistically through a deep understanding of ITSM platforms
- **Design and implementation of service management processes**, including the integration of ITSM platforms into existing system landscapes and corporate structures
- **Accompaniment and support of change processes** in the organization of our customers
- **Resolving trade-offs between** customer requirements and the development of a coherent platform and application architecture
- **(Partial) Project management** of service management projects with a focus on process analysis and design

WHAT YOU BRING...

Passion and enthusiasm are more important to us than certificates or references, but the following skills will help you to be successful with us:

- A degree in **Natural Sciences, Computer Science, Business Informatics**, or a comparable field
- Several years of relevant **professional experience in IT consulting**, including proven success in optimizing IT operating models
- In-depth experience in **process consulting of ITSM projects** from business analysis to process documentation, ideally in the ServiceNow environment
- **Expert knowledge of process modeling methods** such as BPMN and EPK as well as the corresponding tools
- Know-how in the implementation and application of **process control tools (KPIs)**
- Ideally, **knowledge of industry-specific business processes** and certifications in the field of IT Service Management, e.g. ITIL
- **Business-fluent language skills in German and English**, both spoken and written

OUR OFFER...

We offer you exciting engagements with highly relevant issues and state-of-the-art technologies with well-known customers from upper medium-sized businesses to DAX corporations. In addition, you can expect a variety of other **benefits**, such as:

- A young, agile **hands-on company** with a great deal of creative freedom and **flat hierarchies**
- Performance-based, transparent **bonus system**
- Flexible working hours incl. **remote regulation**
- **Employee assistance program** to support employees in all areas of life
- Individual **training** and personal **coaching**
- **Bike leasing** and fitness with EGYM Wellpass
- **Latest hardware** (choice of smartphone) - also for private use
- **Corporate events** such as regional regulars' tables, annual kick-off and the legendary Family & Friends summer event

DEIN ERSTER SCHRITT ZUR NEUEN KARRIERE...



Per Mail

Schicke uns Deinen Lebenslauf einfach per Mail an recruiting@adexpartners.com – kein Anschreiben, keine Zeugnisse oder Zertifikate.



Per Link

Wenn Du gerade keinen Lebenslauf zur Hand hast, reicht uns auch ein Link zu Deinem gepflegten XING oder LinkedIn Profil.

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