

VOLVO INFORMATION TECHNOLOGY

Volvo IT, part of the Volvo Group, is a global IT Company with 7500 employees worldwide. We deliver IT solutions & services to the Volvo Group and a lot of external companies: application development, Infrastructure & Operations, and provide multilingual support.

Currently we are looking for a

Service Runtime Manager

Function

The Service Runtime Manager is responsible for the service in production which means managing and maintaining the service in production according to SLA by coordinating issues related to the infrastructure products and business applications from the operational, availability and quality perspective, on a day-to-day basis.

He/she

- Acts as the “single point of contact” for the defined service in production,
- Ensures that the service is managed according to the existing processes,
- Drives problem management, and short and long-term improvements,
- Acts proactive by making recommendations towards achieving and improving the availability and other targets for the service,
- Ensures that decisions regarding the assigned service are executed,
- Approves changes in production for the specific area,
- Follows up on SLA and reports quality,
- Takes active part in optimizing costs for operations and maintenance of the service,
- Cooperates and interacts with all functions in Service Production, Service Desk, Service Delivery and Application Maintenance.



Profile

- Bachelor or Master degree in Computer Science or other relevant training / experience;
- Good knowledge of or interested in business processes;
- Customer focussed;
- Good experience in an operational environment;
- Striving for improvements;
- Excellent communication and cooperation skills and the ability to build strong personal relationships;
- Fluent in English.

Send your cv and motivation letter to recruitment.be@volvo.com with the function title in the subject.

VOLVO

Volvo Information Technology Belgium