

Service Delivery Expert (m/f/d)

full-time position to be filled as soon as possible in our division Technology in Kleinostheim near Aschaffenburg.

UTA Edenred is one of the leading mobility service providers in Europe. In the 40-country UTA acceptance network, commercial customers can refuel, charge e-vehicles, use numerous other services such as toll processing, breakdown and cleaning services as well as innovative digital solutions for fleet management.

Your Responsibilities:

- You oversee key functions within the IT department, ensuring the delivery of high-quality service to end users whilst establishing and maintaining Service Support and Service Delivery processes to meet business needs
- You ensure the correct execution of all service management processes, including Incident Management, Problem Management, Change Management, and Asset Management
- You provide stakeholders with comprehensive reports and data, demonstrating the stability of global IT systems
- You manage critical/major incidents
- You manage crisis calls, prioritizing the restoration of services to minimize disruption. Throughout the incident, you keep all stakeholders informed of progress and meticulously record relevant details to support post-mortem analysis

Your Profile:

- You hold a Bachelor's degree in Telecommunication Engineering, Computer Science, Electronics, or an equivalent qualification
- You have a minimum of 5 years' experience in Service Delivery within the IT or Telecom sector
- You possess a fundamental understanding of IT infrastructure and are familiar with ITIL or similar frameworks (Certification is advantageous)
- You have hands-on experience of at least 2 years in Incident, Problem, and Change Management processes.
- You excel in Stakeholder management
- You can effectively articulate technical concepts in layman's terms and possess strong communication skills in both English and German, any additional foreign language is a bonus

What we offer?



Flexible working hours

The perfect compatibility between family, leisure and career is important to us.



Shopping Card

The Ticket Plus City Card is topped up monthly with 50€ for all employees.



Mobile working

Whether you are working from home or on-site with your team, flexibility is a top priority for us.

Interested?

We are looking forward to your application via the [Edenred careers portal](#).

Contact Person:

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