IS Support Manager (SPM)

Tasks and responsibilities

- Organization, implementation and maintenance of IS support;
- Coordination of support teams and with the project teams;
- IS Service management;
- Coordination of wiki sites, collaborative sites or social networks;
- Follow-up and reporting of service quality;
- Management and follow-up of user requests;
- Management of incidents related to information systems; organization of the reporting;
- Conception and organization of user documentation for information systems;
- Conception and management of IS training;
- Participation in user, service and project meetings;

Experience

- Minimum 6 years of IT professional experience;
- Minimum 2 years of relevant professional experience in user support, training or documentation writing;
- Minimum a total of 3 years with one or more of the following: ITIL, quality procedures and specific support tools;

Technical knowledge

- End user assistance or support of information systems;
- ITIL, JIRA, RUP, PMP;
- Aplication LifeCycle Management Tools (Rational Team Concert, Rational Requirements Composer, Rational Quality Manager);
- Atlassian Suite;
- Wki, collaborative sites and social networks;
- Quality procedures;

If you want to apply this vacancy, please send an email to workinbrussels@indracompany.com specifying the name of the vacancy.