



Are you looking for more creative freedom, more personal fulfillment and even more team spirit? **Then SNP is the right place for you!**

The **SNP Group** isn't just another SAP software and consulting firm. Our unrivaled platform streamlines transformation processes in ways that others can only dream of. As pioneers in data transformation, we revolutionize the way companies future-proof their system landscapes with our software platform SNP Kyano and the BLUEFIELD™ approach.

No matter your role, **Starting at SNP** offers you the opportunity to work with the best minds in the industry and develop unparalleled solutions trusted by some of the world's largest companies. Leveraging our expertise to empower our customers to achieve their goals is what drives us as a team at SNP.

Help us shape the digital future of organizations across the world by applying now as a

## ITSM/ IAM Expert (f/m/d)

You can work remotely or at our location(s) in Heidelberg, Hamburg, Berlin, Thale, Magdeburg or Munich

### Your Mission: Join our team!

- Responsible for ensuring a reliable and efficient operation of ITSM and IAM (Identify& Access Management) that meets all security standards in a stable 24/7 service structure
- You manage the full ITSM process lifecycle – including Incident, Request, Problem, Change and Knowledge Management
- Responsible for operating, maintaining and enhancing IAM systems, role models, authorization frameworks and automated workflows
- Advise internal business units and act as interface between IT and business stakeholders

### What we are looking for: Your profile

- Several years of experience in IT Service Management and/ or Identity& Access Management
- Experience in working in a 24/7 service operations environment and responding effectively in critical incidents
- Ability to work in cross functional international teams
- Willingness to participate in on-call duty depending on operational model
- Structured way of working and prioritizing tasks to handle technically complex situations and incidents

- Contribute to innovative initiatives, documentation and optimized workflows and tools
- Work alongside our CISO and security teams to ensure our systems meet all compliance and security standards
- Excellent communication skills in English, German is a plus

### Be More @SNP: Discover your full potential

**New prospects:** At SNP, you will work in an international, diverse environment where you feel truly valued. You will not only shape our growth and success, but also that of our customers.

**Strong alone, unbeatable together:** Together, we will rise to every challenge, no matter how demanding. Together, we are unstoppable.

**Personal growth:** As a dedicated team member, you can quickly take on more responsibility. We will support you with tailored development measures.

**Flexible work:** We define your preferred working hours and place of work together with you.

**More than just a salary:** We offer a range of additional benefits: Supplementary company health insurance, company pension scheme, capital-forming payments, sabbatical, job bike, Deutschlandticket and other mobility solutions, childcare subsidy for non-school-age children, gym subsidy, employee shopping discounts and much more.

Apply Now

### Contact

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