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

Director Global IT I Operations & Run (w/m/d)

You can work remotely or at our location in Heidelberg

Your Mission: Join our team!

- You ensure reliable, secure and efficient operations of IT services, business applications and customer-facing cloud environments by leading your teams accordingly

- Responsibility for implementing and operating a 24/7 global support model to ensure round-the-clock services for our colleagues

- You are in charge of Managing Application lifecycle Services, IT-Service Management (ITSM) processes and operational SLAs

- Overseeing incident, problem and change management as well Services Requests

- Ensuring operational readiness for new solutions such as AI usage in all dimensions

What we are looking for: Your profile

- You bring 5-7 years of experience as a manager in this or a comparable IT field with a focus on ITIL, AMS and cloud operations

- Ability to lead your global teams professionally, especially during major incidents whilst continuously improving processes and programs

- Mastery of ITIL processes: Incident, Problem, Change, Service-request and Release Management

- Deep understanding of and experience in operating a 24/7 global IT client and infrastructure support model and managing AMS, not limited to SAP

- You drive continuous improvement and automation in operations, establish risk KPIs and metrics for better oversight and provide feedback loops for future improvements

- In collaborating with your business stakeholders, you ensure optimized internal processes within SNP

- Partnering with vendors to negotiate and execute contracts

- Ownership of IT policies IT Run

- Experience in evaluating outsourcing and managed service models for global coverage

- You combine a "hands-on" mentality with innovative thinking and a structured way of working

- Excellent English & German skills (both written and spoken)

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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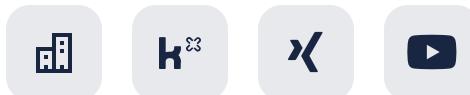
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