



IT SERVICE MANAGER

Salary range: 3000 – 4500 EUR gross

Your functions:

- **Serve as the Face of q.beyond and its Services:** You will be our customers' primary point of contact, representing q.beyond and showcasing our range of services.
- **Ensure Top-notch Service Quality:** Closely monitoring service quality, ensuring that it meets our high standards.
- **Facilitate Customer Communication:** Ensuring continuous customer communication, conducting service reviews, preparing reports, and addressing escalations.
- **Expand Scope of Services:** Collaborating with our sales team to identify opportunities for account-related growth which may involve up-selling existing services or cross-selling complementary ones.
- **Invoice Verification:** Your attention to detail will be crucial as you verify the contents of invoices to ensure accuracy and alignment with service agreements.
- **Monitor Financials:** Keep a close eye on revenue and cost aspects related to customer accounts.

What we are looking for:

- **Educational Background:** A degree in business administration or equivalent.
- **Process Excellence:** Experience in implementing ITIL principles to enhance service processes, along with proficiency in project management adhering to PRINCE2 standards.
- **Agile Expertise:** A track record of successfully applying agile methodologies, particularly SCRUM, in both service and project management contexts.
- **Financial Proficiency:** Knowledge in financial controlling and budget creation.
- **Sales Savvy:** Previous experience in sales and collaborating with sales teams.
- **Language Skills:** Effective communication and presentation skills in English.
- **Problem Solver:** Strong problem-solving skills and the ability to swiftly and efficiently implement solutions to meet customer needs and resolve issues.

We offer:

- Remote work possibility, flexible working hours and 22 days of paid vacation
- Opportunity to work remotely from abroad for up to 3 months
- Learning and development programs, including a dedicated learning day each month and certification opportunities
- Monthly bonus for transportation/lunch, and a separate bonus for sports and well-being activities
- Health insurance and reimbursement for eyewear
- Full salary during the first 9 days of sick leave, with the option for 5 Trust days per year
- Additional bonus and holidays for life events like wedding and childbirth
- Service awards with extra holidays to reward loyalty
- Compensation for home workplace furniture and technical equipment
- Mobile phone and subscription coverage
- Team building events and the possibility to travel to Germany for training
- Employee-oriented working culture