ITSM / ITOM Engineer

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Company: DU UAE

Location: , , United Arab Emirates

Category: other-general

Key Accountabilities

• Identify business and technical requirements in relation to IT service management and related tools.• Perform research on capabilities of different tools and technologies related to ITSM (and related tools) that are available in the market, to maintain a high degree of expertise around the same. • Work with various internal/external stake holders and subject matter experts to develop designs that meets business/technical requirements.• Perform a lead role in working with various internal/external implementation teams to deploy tool sets and related components as per agreed designs.• As the owner of the internal tool stack and a client to operations teams who perform the daily upkeep of the tool stack, the role is responsible for reviewing the quality of services, course correction where needed and recommending improvements that may be necessary to ensure customer delight. • Identify areas of improvement continuously and formulate service improvement plans.• Support the technical solution managers by taking part in qualified customer bids and act as a subject matter expert for any inputs that may require to result in a successful sale and ensuring the deliverability of the same. • Support creation of content related to tools that can be reused by the bid teams for proposals, presentations etc.• Coordinate and work with Sales and all supporting functions (Solution, Product and delivery, Legal and finance teams) to develop the proposal response.• Support in the delivery of defense presentations & demos, Support and coordination during negotiation/contracting phase• Supporting the handover tools related aspects of won projects to the delivery organization.

Qualifications, experience and skills

Qualifications• Bachelor's Degree in computer engineering, Computer Science or equivalent field.• ITIL Certification is a must.• Certifications around ITSM related tools are preferred and a definite plus.

Experience• Strong experience around ITSM tools of about 10 Years• Significant experience around leading tools related projects and supporting the same for about 5 years

Skills• Awareness of the current market landscape to stay abreast of best practices around technology solutions on ITSM tools and processes, • Ability to understand the customer's needs in line with the business requirements• Understanding of end-to-end processes on ITSM• Ability to prioritize the tasks and deliver assigned task per deadlines• Self-starter with an ability to identifying key issues and priorities and focusing on these to deliver required results with minimal direction and supervision skills required.• Flexibility in work and approach• Strong focus on speed, delivery and accuracy• Self-initiated, drive and zeal for continuous improvement• Ability to work under pressure & tight, extended and overlapping timelines• Critical thinking and planning skills

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