

We are part of Geopost – the largest parcel delivery network in Europe. DPDgroup IT Solutions was founded in Poland in 2018. We deliver solutions to support the global IT and Tech operations of Geopost. Today, with a Team of 130+ specialists we take part in ambitious projects, all around the world.

Job Offer Information

We are looking for a **IT Service Manager**.

Contact with me



natalia.krysiak@dpdgroup.com

Responsibilities:

- Help Group Support Director in managing operational activity (e.g. monitoring, problem solving analysis, RCA (Root Cause Analysis), incident trouble shooting)
- Cooperation with support team and monitoring their work
- Creating of support artifacts (e.g. SLA documentation for the application)
- Monitoring quality of support team's work with a customer-centric approach across multiple locations, focused on service availability and performance
- Ensuring and monitoring that SLA is kept
- Ensuring that adequate reporting and service standards are met for specific services
- Reporting to Group Support Director and all support stakeholders (Group CIO...)
- Monitoring and control of the process of handover of applications for maintenance

Requirements:

- Be able to visiting our office in Warsaw (Krakowiaków 16 street, nearby Okęcie Airport) twice per week (usually it is Wednesday and Thursday)
- 2+ years of experience in maintenance
- Strong technical skills and a solid understanding of software development concepts and technologies
- Good communication in English to talk with the team (international environment)
- University degree in IT or a related field
- Experience with troubleshooting complex software and hardware issues
- Knowledge and experience in working with ITIL
- Strong communication skills
- Good organizational skills
- Practical knowledge about: Docker, Kubernetes, Gitlab, Kafka, Prometheus
- Knowledge of network topics like http(S) protocol, HTTP Proxies, Load balancing, HAProxy, NGnix, Apache, DNS, etc.

Nice to have

- Experience in Team Management
- French language in daily communication

We offer you:

- Remuneration: **16000-23000 net/B2B (depends on experience)**
- Work-life balance: flexible working hours (you can start your work from 8-9 a.m.) hybrid home office model (2 times per week in the office)
- Semi-annual evaluation meetings and a clearly defined career path and salary forecast
- A friendly Buddy to guide you through the onboarding and further training and career opportunities
- Training possibilities for personal development after completing the onboarding period
- Space to implement your own ideas

Perks&Benefits:

- Access to language learning platform eTutor
- Fitness card (Benefit Multisport)
- Private health care (EnelMed)
- An open and casual company culture filled with internal events
- The opportunity to quickly develop professionally on projects in Europe and all over the world
- Great integration events
- Parking space
- Employee Referral Program



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DPDGROUP

IT SOLUTIONS SP. Z O. O.

NETWORK
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