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# Example of Service Management Job Description

Our innovative and growing company is looking to fill the role of service management. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for service management

* Role will primarily be responsible for managing and driving complex individual projects strategic to the company's business plan with respect to Services Design
* You will be the accountable CSG Carrier Operations Service Management client(s) contact, working in partnership with the CSG Sales and Account team, your own management team and other CSG competency-based functions (Professional Services, Research and Development )
* Identify continuous service improvement as they are relevant to region/country
* Balancing fast response electronic trading monitoring and incident management and longer term activities release planning, security and audit reviews
* Communicating with business, infrastructure and development stakeholders
* A Strong background in a technical role, in Front Office Information Technology (IT)
* An expert level of skill in Shell scripting
* An intermediate knowledge of programming Java and C++
* An intermediate knowledge of Oracle SQL reporting and query profiling
* An intermediate knowledge of TCP/IP, UDP and network monitoring

## Qualifications for service management

* Be able to communicate clearly both verbally and in writing
* In depth knowledge of automated tools used in the Service Management discipline - JIRA, HP Service Manager (v9), SharePoint or equivalent service delivery tools
* Experience in managing technology service or product lifecycle
* Bachelor's Degree in Computer Science, Engineering, or other technical discipline with a minimum of 7 years related work with some focus on IT service management, IT systems, IT Business consulting, network infrastructure or IT project management
* You will work closely with all Global Markets technology teams
* You will work closely with the IT Governance function ensuring that all appropriate policies and processes are maintained within GM Technology