



Example of Information Services / Technology Job Description

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Our company is growing rapidly and is looking for an information services / technology. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for information services / technology

- Communicate between field support teams and the Service Desk to ensure the best customer experience
- Manage tickets to specified SLAs, ensuring requests/issues are logged in the ticketing system and customer issues are responded to in a timely fashion
- Deliver regular technical and process training of field support teams to keep staff up to date with the latest information
- Support the implementation and usage of global standards, guidelines, and procedures
- Advocate for regional services, representing the unique needs around the globe
- Take on a wider customer service role and promote the service ethic to maintain high level of service
- Define, manage, and use data to drive improvements across the field support team
- Develop and document the SAP architecture for the UK hosted components of the new SAP solution
- Work with the US development teams to ensure that UK interests are reflected in the solution
- Document the UK integration landscape for SAP

Qualifications for information services / technology

- Experience of managing SharePoint security
- Experience of creating and supporting InfoPath forms
- PowerShell Scripting experience to improve automation of processes
- Proficient in operating systems and applications Windows Server, Server Virtualisation, SQL, IIS
- Good knowledge of ITIL and general service management practice