Our innovative and growing company is searching for experienced candidates for the position of provisioning analyst. 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 provisioning analyst

- Proposing optimization of internal normative framework and processes related to provisioning and contributing to their development and implementation
- Contribution to development of IT tools related to / impacting provisioning area
- Manage work queues for new and modified services within ServiceNow
- Responsible for ensure new services have SLAs and Service offering established
- Internally within IT, establish and maintain strong working relationships with Service and process owners
- Establish or modify CI and ensure monitoring considerations
- Experience in planning, defining, building and maintaining IT enterprise server catalogs
- Play a leadership role and assist other IT leaders in entrenching a "business and service culture"
- Analyze, review and report performance results against the criteria established in SLAs and OLAs
- Conduct annual or more frequent assessment and reviews of the entire SLM process

Qualifications for provisioning analyst

- 2 plus years of experience working with database software
- Ability to interpret Engineering drawing and or change notice a plus
- Critically, the successful applicant must have strong analytical and numerical ability and the ability to build relationships with an international & multicultural network and key stakeholders across different levels in the organisation
- Excellent analytical and communication skills (oral and written), advanced Excel skills, presentation packages (PowerPoint), interrogating databases (systems and web-based systems)