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This position is advertised as part of the **University of Göttingen's RecruitingDinner**. Apply to participate in the career event.

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## IT Service Manager (m/f/d)

For KWS Berlin GmbH, we are looking for a IT Service Manager (m/f/d) to join our Global Transaction Center in the heart of Berlin. If you are interested in working independently and service-oriented and if you have already demonstrated that you are self-motivated, a team player, and flexible, we look forward to getting to know you soon. This exciting role is a permanent full-time position.

### Your tasks:

- Providing administrative and transactional support to the Global IT function by following ITIL processes owned by Service Management organization. In this context you provide service level agreement monitoring & insights to address performance gaps, improve Operational Excellence and achieve service delivery expected results.
- Managing the processing of monthly external and internal IT invoices based on contracts and agreements negotiated by Global IT function.
- Monitoring software and hardware utilization for the purpose of optimizing licenses, resources allocation and appropriate usage of company assets.
- Development of trend analysis and service improvement suggestions for existing and new implemented technologies.
- Collaborating with the IT and controlling team to increase efficiency by driving automation in reporting, using your unique skills in Power BI technology.

### Your profile:

- Preferably academic degree in IT, Business Informatics, a related discipline, or profound work experience in above mentioned fields.
- Proficiency in Power BI (Power Query, Power Automate) and VBA.
- Knowledge in ITIL v3 Foundation and experience in ITSM tools (Service Now, M42, Jira) is a plus.
- Self-sufficient and well-organized.
- Customer oriented mindset.
- Advanced English skills (written and spoken), any additional languages are a plus.

### What you can expect:

- A location in the heart of Berlin (currently mainly working from home).
- A great team with lots of fun at work and regular team events.
- A positive and appreciative working environment.
- Flat hierarchies and open communication.
- An attractive remuneration package incl. pension plan and other benefits.
- Flexible working hours and a reasonable work-life balance.
- Training opportunities.

Did we spark your interest?

We look forward to getting to know you!

### About KWS

KWS is one of the world's leading plant breeding companies. With the tradition of family ownership, KWS has operated independently for more than 165 years. It focuses on plant breeding and the production and sale of seed for corn, sugar beet, cereals, potato, rapeseed, sunflowers and vegetables. KWS uses leading-edge plant breeding methods. Around 6.000 employees represent KWS in more than 70 countries. For more information: [www.kws.com/career](http://www.kws.com/career). Follow us on LinkedIn® at <https://www.linkedin.com/company/kwsgroup/>.

Our data privacy policy for candidates is available on [www.kws.com/dataprotection](http://www.kws.com/dataprotection). Please select the country where the job you applied for is posted in and, if applicable, the specific business unit.