



PRISMA is Europe's leading gas capacity management platform. We are a young international team working for a common goal: making fair markets happen. We want to be a driving force in establishing a fair, transparent and integrated market that's truly beneficial for both economy and society. Our success is nurtured by a simple drive: we want to get things done in the best way possible.

Join our team in Leipzig and help make fair markets happen – as our new

IT Service Manager (f/m/d)

Align and drive solutions for clients' technical requirements through the PRISMA Application Management team. Your role will develop from a transition phase where IT processes are setup, to a phase where PRISMA will offer new platform services backed up with service levels, operating models and third party vendors. You will be part of implementing a cloud-based operating model and continuously develop it from a service management perspective.

Tasks

- Negotiate contracts and agreements with vendors and monitor their operational costs
- Implement and monitor service level agreements with third party providers (e.g. AWS, Bosch SI, OneSpan, Elastic)
- Translate technical service capabilities into client contracts
- Define and implement IT processes
- Coordinate IT projects with customers and vendors
- Coordinate internal and external audit activities and security assessments

Benefits

- Working in an international team and in an international context
- Central Leipzig location - in the heart of the buzzing city
- Get support from a team of experts to get up-to-speed in the energy industry
- Expect a work atmosphere of open doors and a flat hierarchy. We believe in equal collaboration over strict structures
- Enjoy advantages like flexible working hours, team events, health benefits, a company bike, fresh fruits & beverages

Profile

- Several years' Service Management experience, preferably in a platform business model with different degrees of out- and insourcing
- University degree in Business Informatics or related fields
- Extensive technical understanding combined with (agile) project management skills
- Experience with frameworks like ITIL v3, COBIT and ISO27001 (Foundation level)
- Ability to dive into financial analysis, monitor costs and design strategic improvements
- Clear communication style, negotiation skills and tenacity
- Constantly keeping an eye on the latest trends and changes in technology
- Able to coach team members and share your knowledge within the company
- Drive changes and motivate people to get involved in Our Missions
- Fluent English, German is a plus

Contact

If you have any questions, please do not hesitate to contact [Victoria Schuster](#). Please send your application (preferably by email) to:

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[Apply now](#)