



Director IT Enterprise Resource Platforms Service & Solution Management (f/m/div)*

Job description

You demonstrate excellent communication skills and know-how to establish sustainable relationships and networks? In your role, you need to balance the business and IT requirements, boundary conditions like IT process framework & guidelines, technology- and resource-capabilities and capacity as well as budget targets, and ensure high delivery quality for the entire Infineon SAP application landscape by foresighted planning. Therefore you and your team will be in close cooperation with the various global IT solutions/application owner and external service providers operating out of off-shore, nearshore, and onsite.

In your new role you will:

- **Define and manage (multi) providers and sourcing strategy for services** in scope (SAP Application Management Services and Project support) including Contract- and Provider management of external (onsite, nearshore, offshore) partners.
- **Establish high quality and service delivery KPI's for all applications and solutions in scope** and ensure high service delivery performance and quality by benchmark price/performance ratio.
- **Drive Innovation and automation of the services in scope and ensure proper live cycle management** across the various platforms and solutions with all IT departments concerned.
- **Drive System and Process automation within and across departments and IT line and establish scalable automation services and platforms leveraging external partners.**
- **Proactively sense potential innovation** and automation ideas and drive realization.
- **Manage the assigned teams with respect to organizational development, people development, skill development,** resource and capacity management, sourcing and service strategy, demand, and budget forecast management.
- **Set up and maintain good relationship and communication channels within the IT organization and to all external Service Provider and Solution Vendors.**

At a glance

Location: **Munich**
Job ID: **309269**
Start date: **immediately**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

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Contact

Ayline Föll
Recruiter



- **Participate in strategic IT projects and initiatives driven by the IT Board** and other Infineon strategic departments.

Profile

You are best equipped for this task if you have:

- **A Degree in Information Technology, Business Informatics, Industrial Engineering, Computer Science, or similar.**
- **At least 8 years of relevant experience related to IT Application and Software Development and/or Operation** and to **IT process and system automation** preferably within a **big, international company.**
- **Profound experience in managing global services and organizations**, in people management and service provider management.
- **Strong technical expertise in relevant platforms and solutions** like SAP ERP, HCM, BW, CRM, etc.
- **A good overview of products and vendors for ERP and Automation Platforms with a strong focus on SAP Applications** and related Service/Solution Provider.
- A distinctive ability of **conceptual thinking** and an **innovative mindset.**
- Excellent **English language skills** and **good German language skills.**

