



## HR Service Management Expert (f/m/div)\*

### Job description

Do you have proven knowledge of service & process management and want to be part of a global project with a focus on customer-centricity, digitalization, and automation? Do you want to contribute to the HR Evolution Journey of Infineon? Then this position is the perfect match for you: We are looking for a new team member who will be an expert in HR process transformation and re-design. Apply now and join our Enabling team as an HR Service Management Expert and contribute to Infineon's digital HR future!

As an HR Service Management expert, you will support the provision and coordination of harmonized and customer-friendly processes, focusing on our HR Services Portfolio. You will collaborate with Global Teams and different units, enabling our Global HR Services Organization.

In your new role, you will:

- Be the **owner of the HR Service Management Framework**, incl. Governance model, HR performance metrics (SLAs, KPIs, OLAs, etc), HR Service Catalogue and standardized HR Service Delivery model. In more detail you will:
  - **Ensure the establishment of the HR Services Management Framework** on a global level, and adherence to it;
  - **Manage the HR Services Catalogue**, incl. regional and local needs, ensuring a central and structured repository of all services that HR provides by driving a maximum global standardization. Act as challenger for automation and digitalization;
  - **Drive the standardization of our HR Service Delivery model**, such as client segmentation, channel strategy, Tier-model and language model;
  - **Ensure monitoring of changes among Services and managing interdependencies**, such as Document Management, HR Service Catalogue & HR Ticketing System, as well as Projects / Initiatives;
  - Work in **close collaboration with Global HR Service Owners and Subject Matter Experts** to ensure continuous improvement activities.
- Together with relevant stakeholders and experts, **identify actions and countermeasures** whenever metrics show performance issues;
- **Act as Subject Matter Expert** for Service Management in Projects and Initiatives;
- **Ensure best-practice** sharing within the HR community and individual support within the regional and local SPO community upon request.

### At a glance

Location:

Job ID: **347985**

Start date: **as soon as possible**

Entry level: **3-5 years**

Type: **Full time**

Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search:

Job ID: **347985**  
[www.infineon.com/jobs](http://www.infineon.com/jobs)

### Contact

**Ana Rita Costa**

Talent Attraction Manager

### Profile



You are an excellent communicator who is able to grow sustainable relationships while focusing on the team & project goals. You think analytically and result-oriented and have a structured and self-driven working style since you are able to work independently and structure your own work. Furthermore, you are able to solve complex problems without losing sight of the big picture and you can keep your motivation high even in challenging times.

You are best equipped for this task if you have:

- **A degree in Business Administration, Data Science, Human Resources**, or similar field of studies;
- **At least 3 years of experience in the field of HR process transformation or process re-design** in an international and matrixed context;
- Very good **knowledge of project management** and experience in designing / managing /implementing customer journeys;
- **Fluency in English** (mandatory). German is a plus.

## Why Us

**Part of your life. Part of tomorrow.**

Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

**– Feel welcome at Infineon Shared Service Center in Porto! –**

Our multifunctional business model is focused on high quality services through operational excellence with engaged people. We are recognized globally at Infineon as a valuable business partner.

These are the main business services on our site: Finance, Purchasing, Human Resources, Robotic Process Automation, IT, Audit, Legal, Compliance, Business Continuity among other areas that consolidate us as a high-quality partner.

You will find a very open and approachable working culture in Infineon Porto. Our office space has also been designed to promote our people engagement and well-being at work.

*\*The term gender in the sense of the General Equal Treatment Act (GETA) or other national legislation refers to the biological assignment to a gender group. At Infineon we are proud to embrace (gender) diversity, including female, male and diverse.*

