



IT & Communications Division

is looking for

Head of IT Support Services Department

Required background:

- University Degree in Computer Science or related fields;
- At least 3 years of experience in managing IT helpdesk teams;
- Hands-on experience in managing and performing a IT support function in a mid or large scale Organization.

Required competences:

- Strong knowledge about the general IT service delivery best practices, standards and methodologies (e.g. ITIL);
- Excellent presentation abilities both in Romanian and English;
- Excellent applied banking knowledge;
- Good MS Project and MS PowerPoint skills;
- Strong personality, able to work under pressure;
- Strong analytical skills;
- Open minded and motivated person;
- Excellent team management capabilities;
- Courses and certifications on the area of it project management, it service delivery, it software development and / or it system analysis would be an advantage.

Main responsibilities of the job:

- Leads the IT Support Service Department consisting of the following 3 desk units: IT Call Center, IT Premises Support and IT Quality Assurance which are performing the following main activities:
 - Call Center
 - Single point of contact for all IT Helpdesk activities, dealing with the inbound calls coming from all IT Support dedicated channels (telephony systems, helpdesk application, e-mail system);
 - First level support on a FIFO basis for both desktop computing environment and bank's IT systems and applications.
 - Premises Support
 - Desktop management activities (computers, printers, scanners and other IT peripherals);
 - Responsible with the IT on-site interventions (HO and branches);
 - In charge with the IT inventory management in terms of desktop computing environment.
 - IT Quality Assurance
 - IT technical and high level business testing function involved in all IT projects involving new systems, interfaces and functionalities;
 - Works together with the IT Applications Department and other teams for the Bank as part of the projects' testing teams.



- Responsible with the it strategy covering the IT Support Services area, in full alignment with the Bank's strategy and with the overall IT strategy;
- Responsible for the adherence of the IT activity to the best practices in the area of IT support and IT service delivery;
- Coaching role for its directs reports and for the other key staff from the department;
- Collaborates with the other Heads of IT departments with the mission of constantly improving the quality of the provided services;
- Works with the Group and local IT providers, establishing clear and lean processes for providing IT support to the internal customers;
- It is involved in the acquisition of it services and products which are entering under the scope of activity of IT Support Services department, according with the Bank's procurement procedures;
- It is involved in the drafting and validation of the IT contracts covering the IT Support Services area, in accordance with the specific norms, regulations and best practices.

Job details:

- Bucharest - Head Office
- Full time

If you want to join a successful team, send your CV and application letter, mentioning the job you apply for by e-mail at teodora.motorga@volksbank.ro , no later than December 31th, 2011.

Only the selected candidates will be contacted.