Head – Service Management

Job Posted by Kalpana Jha | November 20, 2021 Click here to apply

Request to check below JD & give us your email confirmation for further interview process.
Any query feel free to call Kalpana on 9328509360.

Client :- One Of The Leading Bank

Role :- Head-Service Managment

Location :- Mumbai

Grade :- Upto VP-II

Position	Head – Service Management
Reporting to	CTO
Location	Mumbai
Job Purpose	This role is accountable & responsible for setting up and managing Service Management function to oversee a number of key functions within the IT department that enable the delivery of a high quality service to internal and external customers, and to ensure Service Support and Service Delivery processes are in place to meet business needs. This position is a stakeholder facing role, and requires to establish and manage expectations within the business and drive the IT team to achieve those expectations to a high standard.

Primary Responsibilities	Owner of the ITIL Framework Process including Incident, Problem, Change, Capacity, Release etc. ensuring high levels of performance in these processes, accurate reporting and continuous service improvement. • Setup – Lead & Guide Service Management Function for the Bank• Owner of driving major incidents & problem tickets ensuring coordination with resolving parties, effective communication to stakeholders and post incident review• Service Improvement Plans (SIP) & Process Governance• Drive Proactive & effective Problem Management Program• Responsible to get the incidents fixed at its root to avoid its reoccurrence • Identify SPOF's and implement redundancy across Technology to avoid business impact• Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed• Accountable for the quality of Service and performance• Drive internal and third party service review meetings covering performance, service improvements, quality and processes Meeting Support (SLA Management)• Periodic High Availability testing of Technology Infra and Application for effective failover • Establish CMDB for all Technology devices which are live in production• Identify Risk and Issues in the Technology domain and drive improvement plans to reduce/eliminate them• Drive continual service improvement across TechnologyMake recommendations for Service Improvement Plans and ensure actions are followed through to completion in a timely manner • Work with internal and third party teams to ensure actions are taken and completed to protect and improve services• Provide regular and accurate management reporting on IT Service performance

For Management 2000 Placements & Recruitments Pvt., Ltd.,

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