**Technical Competencies – SLA/OLA manager PRO-001559**

**Applicant Name:**

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| --- | --- | --- | --- | --- | --- |
| **N** | **Technology** | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.** | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Master’s degree in information technology, computer  science, information system security, or related disciplines; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Bachelor’s degree in information technology, computer  science, information system security, or related disciplines; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | A good command of English with proven drafting ability; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | A working knowledge of MS Office (in particular Word, Excel and PowerPoint); |  |  |  | 1,2,3,4,5,6,7,8 |
|  | A good understanding of Information Technology; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Apply pre-defined ITIL-based processes, procedures and  methods to support and maintain the customer IT Service Management framework and functions, such as Supplier Management, Service Level Management, etc.; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Knowledge of ITIL Service Management processes and best practice, i.e. ITIL Service Management processes service life-cycle V2 and/or V3; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Solid foundation in IT operations and technical support; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Practical experience in operating IT service management  processes; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience in team/group facilitation, project management and training would be an advantage; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | IT Process reengineering experience. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Implementation experience in IT service management processes concepts, in particular Service Level Management (SLA), Operational Level Agreements (OLA) within an IT organisation or professional IT service provider. Hands on experience in the context of OLAs for technical services; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience in service design or similar activities would be an asset; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience in collecting service/operational level requirements (requirements in general), analyse and evaluate specifications against standards and conduct negotiations; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience in an out tasking or outsourcing exercise of IT managed services; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience in particular in the setup of monitoring and definition of KPI’s for business/technical services e.g. in the fields of incident & availability & capacity& IT Continuity; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Hands on experience in the preparation of a regular reporting for business/ technical services to various internal stakeholders; |  |  |  | 1,2,3,4,5,6,7,8 |
|  |  |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Shows commitment to the achievement of team and  organisational goals; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Manages multiple assignments and tracks progress on  numerous processes simultaneously; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses diplomacy and tact when dealing with colleagues; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses simple/clear words and images to communicate ideas; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Very good analytical skills; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Ability to work under pressure and to deliver to agreed deadlines; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven ability to generate a range of possible, also innovative, solutions and to assess the implications of these solutions; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good interpersonal skills, in particular communication and negotiation skills, and the ability to work in a team and co-ordinate own activities with others; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Very good command of English with proven drafting ability. |  |  |  | 1,2,3,4,5,6,7,8 |