



AFRIKA KOMMT! 2025-2027

An Initiative of German Industry for Future Leaders from Africa

Profile Name: IT Service Manager

Company: ID: AK14_BI_04	IT Research Development Medicine – Animal Health	
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Education:	Bachelor degree in computer science, information technology, or a related filed.
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Professional Experience:	3 years of experience as Service Manager, Customer Success, or equivalent roles Experience with Veeva systems is a plus, Service Now Proven experience in driving IT service management and ITIL processes Strong knowledge of service operations, operational quality management, and service transition Supporting Quality activities/issues, Operations Management and Execution, Process and stakeholder management GXP Systems knowledge is desirable English fluent		
Maximum years' experience needed:	Young professional (1-4y)	Other (specify, if applicable)	
	<input checked="" type="checkbox"/>	4yrs+	

Additional Qualifications:	Experience in: <ul style="list-style-type: none"> • ITIL process • Agile methodologies 			
This profile focuses on the indicated skill sets:	People Leadership	Expertship/ Specialist	Project/Program Management	Other
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Country Focus:	N.A.
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Division / Location / Department:	IT Research Development Medicine Animal Health Global Innovation Ingelheim, Germany
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Planned Tasks & Activities:	Deliver IT Service Management for Amplify Platform (Veeva Vaults: Clinical Operations and Regulatory Affairs) ITIL processes, Service Operations, and continual service improvement. Support Predict and Prevent operations for assigned scope, aiming to identify gaps, reduce MTTR, improve time to delivery, and CSAT within the scope in collaboration with SMEs, support teams and external vendors. Manage service operations with standardized services, processes, and tools to provide efficient, high-quality services. Analyze and identify improvement opportunities in existing processes, procedures, and drive for improvement using Process Simplification, or Automation Provide analytical reports for actionable periodic Supplier Governance calls ensuring they deliver quality services, meet all KPIs and SLAs along with CSAT targets. Work on process simplifications and improvement areas to ensure efficient operations delivery and stable IT environment
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Remarks:	It is a GXP system, so experience in Pharma, Health care or regulated industries is valuable. We look for someone who is capable to establish, improving and hardening governance model and brings a operational run oriented mindset. As this area is managing Animal Health Business, a background and experiences of Animal Health industry is well appreciated.
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