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100020, China

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00ITSM Operation

00Key Responsibilities:

Service Coordination & Operations

- Oversee daily IT support tasks and manage ticket flows to meet SLA targets.
- Act as the escalation point for local incidents and service requests.
- Track and report on ITSM metrics such as ticket volume, resolution time, and user satisfaction.
- Ensure IT support documentation and knowledge base are continuously updated.

ITSM Process Management

- Enforce and improve ITSM practices (incident, request, change, and problem management).
- Monitor compliance with IT policies and service quality standards.
- Support root cause analysis and continuous service improvement initiatives.

Project Support & User Impact Coordination

- Collaborate with infrastructure and security project teams to plan and coordinate user-facing activities (patching, reboots, migrations, endpoint upgrades, access changes, etc.).
- Evaluate potential impacts of technical changes on end users and propose mitigation strategies.
- Serve as the bridge between project execution and end-user experience, ensuring effective communication, early warnings, and end-user preparation.
- Collect and consolidate user feedback during remediation phases to help steer project adjustments.

Vendor and Resource Oversight

- Coordinate day-to-day activities of outsourced technical support resources.
- Track resource performance and escalate any staffing or service quality issues to the Team Lead.
- Support onboarding and orientation for new support team members.

Collaboration & Communication

- Liaise regularly with the Service Delivery Team Lead and the central IT teams.
- Act as a communication focal point for the South region on service disruptions, maintenance windows, and project rollouts.
- Participate in regular service review and project status meetings.

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00As the IT Service Delivery Coordinator based in the South, you will serve as the local operational lead for IT support and service management. In addition to coordinating outsourced support teams and managing day-to-day ITSM activities, you will act as the key interface between users and the infrastructure project teams. You will play a vital role in minimizing user disruption during security remediation and infrastructure enhancement projects, ensuring clear communication, user readiness, and continuity of support.

00Suzhou 00

00China

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00Education & Experience

- Bachelor's degree in IT, Information Systems, or a related field.
- 3+ years of experience in IT service delivery, helpdesk operations, or IT coordination.
- Experience in working with infrastructure or security remediation projects is highly desirable.

Technical & Professional Skills

- Good understanding of ITSM practices and tools (ServiceNow, Jira Service Management, GLPI, etc.).
- Solid knowledge of general IT infrastructure (Windows, endpoint management, networks, basic cybersecurity concepts).
- Familiarity with project coordination, stakeholder communication, and impact analysis.
- Strong interpersonal skills and ability to communicate effectively with both technical and non-technical audiences.

Certifications (preferred)

- ITIL Foundation v3/v4
- Basic project management or coordination certifications (CAPM, Agile fundamentals) are a plus.

✉ Aéronautique - Spatial - Matériels de transport