



## ITSM APPLICATION MANAGER (F/M/X)

Blum manufactures flap, hinge, drawer and pocket systems for furniture, which are delivered to over 120 markets. Did you know that our IT department has over 350 employees and has already reached the size of its own (large) company? As an ITSM Application Manager, you will assist us in supporting service orientation and related IT processes with suitable IT tools.

### YOU

- ... value reliable, streamlined processes, excellent usability, and decent performance in all IT Service Management (ITSM) systems (e.g., our IT ticket system). User satisfaction is always a priority for you
- ... know our core applications in the ITSM field like the back of your hand. With this background, you will help us find rapid solutions
- ... implement new and modified requirements in our tools
- ... take on the role of project management for larger initiatives and ensure successful project execution

### WE

- ... seek an open and dedicated individual who enjoys collaborating with people
- ... use our ITSM tools globally – convincing communication in English and German is essential for us
- ... appreciate your experience – ideally, you bring practical knowledge in IT Service Management / ITIL and operational processes within IT
- ... integrate our tools with other systems – the pragmatic use of programming or scripting languages (e.g., PowerShell, SQL) and interface technologies (e.g., web services, REST) is familiar territory for you

### Julius Blum GmbH

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Legal mandatory note: The actual salary is above the metal industry collective agreement and is based on professional qualifications, experience, and the job market in Vorarlberg.