



«OnTarget Services», based in Athens, Greece, aims in providing consulting and implementation services, to companies and organizations with IT challenges. We offer end-to-end solutions in order to simplify IT management, increase productivity and maximize performance.

At «OnTarget Services» we are committed providing our employees the environment to help achieve their career and professional development goals. We know that by putting people first, «OnTarget Services» success will continue to grow. We are proud of our team-based approach, in an open environment, where each employee has the opportunity to excel.

We are currently looking for an:

ITSM Consultant (ITSM-C01)

Description:

- Responsible for implementing part or all of the technical solution to the client, in accordance with an agreed technical design. Occasionally responsible for providing a detailed technical design for enterprise solutions. Understands a broad spectrum of ITSM technology (Network, Servers, and Applications) in order to provide part or all of a detailed technical design which meets customer requirements.
- Provides technical support and input on the application of technology to a defined business segment of the client. Provides advice on solution and integration opportunities.
- Provides planning and design support for the development of solution architectures that will be implemented in a multiple systems environment.
- Often leads small to medium technical projects. Works with and under the direction of the Project Manager and with customer nominated representatives. Liaises with Solutions Architect as appropriate.
- Provides technical leadership on specific integration activities that are part of an engagement.
- Communicates across client community, and is viewed as adding value.
- Contributes to knowledge tools and communities, and ensures project learning's are documented and shared.

Education and Experience required:

Bachelor of Science or equivalent degree in computer science or related area of study.

Knowledge and Skills required:

- Has sufficient depth and breadth of technical knowledge to be individually responsible for the design and scope of deliverables within a field of expertise.
- Has mastered at least one technical discipline with strong knowledge in one of the major technology areas. Possesses advanced level of business, technical, or functional knowledge.
 - Network Management:
 - Good working knowledge of networks - routers, L2 and L3 switches, gateways and networking servers.
 - Strong knowledge in TCP/IP protocol.

- Good understanding of SNMP.
 - Understanding on R+S to a CCNP Level will be a plus.
- Systems Management
 - Unix OS's (Solaris, HPUX, Linux etc.), Windows OS administration skills.
 - Strong scripting skills - perl, shell, jython, etc.
 - Database knowledge - SQL skills.
- Applications/Business Services Management
 - Good understanding of n-tier application architectures.
 - Understanding Web, J2EE, .NET, SAP, and Siebel infrastructure.
 - Service and Operations Bridge concept.
- Service Management
 - Able to analyse IT support processes.
 - Knowledge/Experience of ITIL processes.
 - ITSM v3 foundation certification.
- Has ability to perform/drive resolution of problems on combinations and interactions of products. Ability to apply technology and consulting to solve a client business problem.
- Able to communicate and present complex issues with assurance and confidence. Demonstrates the use of consulting skills including: questioning, listening, ideas development, and influencing.
- Ability to conduct/lead oral status/technical interchange meetings with clients on small to medium sized engagements.
- Owns and produces customer documentation. Ability to translate technical details into concise and easy to understand written form. Ability to write relevant components of a proposal document (e.g. answer specific RFP questions). Ability to translate verbal requirements from face to face client meetings into requirements documents, statements of work, and proposals.
- Able to discuss (within own area of expertise) requirements with a customer, and to challenge and clarify when appropriate. From the requirements, able to develop a high level design or plan, and then estimate the amount of effort required to deliver. Able to advise the engagement owner about the risks associated with this work package.
- Ability to work with a team to provide written responses to technical proposals and/or reports/documentation for delivery.

Please send your CV (ref. the corresponding Code) to careers@OnTarget.gr