

## IT Service Operations Manager

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Company: American International University, Kuwait

Location: Kuwait

Category: other-general

### Job Description:

We are seeking an experienced IT Service Operations Manager to lead and optimize our IT Service Management (ITSM) processes. As the IT Service Operations Manager, you will be responsible for ensuring the seamless operation of IT services in alignment with business objectives. Your role will involve developing, implementing, and refining ITIL processes across the organization, as well as driving continuous improvement initiatives to enhance service performance.

### Responsibilities:

- Develop, implement, and monitor ITIL processes to streamline service delivery.
- Ensure that ITSM processes are aligned with the evolving needs of the business.
- Lead the management, communication, escalation, and resolution of critical incidents.
- Drive service improvement activities to enhance the overall quality of IT services.
- Serve as an escalation point for incident management, providing guidance and support as needed.

### Qualifications:

- Bachelor's degree in a relevant field such as Information Technology, Computer Science, or Business Administration (preferred)
- Comprehensive understanding of the ITIL framework and ITSM best practices.
- Excellent communication skills, with the ability to effectively collaborate and resolve conflicts.
- Strong leadership abilities, capable of leading and coordinating cross-functional teams.

- Proven experience in IT service management or a related field.
- Relevant certifications such as ITIL are highly desirable.

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