-VACANTE IT SITE MANAGEMENT AND USER-

Convocatoria de vacante para el puesto de "IT Site Management and User Support" para aquellos empleados interesados en una oportunidad de desarrollo profesional dentro de la organización de IT de Ford España y que cumplan los requisitos que se detallan en el documento.

Para participar en este proceso de selección deberá enviar un correo electrónico a la dirección

proselec@ford.com

Con **fecha límite jueves 22 de octubre 2020**, con copia a su Supervisor y adjuntando la siguiente documentación:

1) **LDEP / CV en inglés actualizado**

La compañía realizará una selección inicial de las candidaturas y de acuerdo con los resultados de la entrevista, fijará individualmente un itinerario de desarrollo y una progresión salarial de acuerdo con las circunstancias personales de los empleados seleccionados.

OPEN POSITION
REQUESTING ORGANISATION: IT EU Plant Services
POSITION: IT Site Management and User Support
REPORTS TO: VEP IT Manager
SALARY GRADE: 7 (Table II)
Key Responsibilities:

• Ensures IT facilities comply with company health and safety policies and standards of the respective sites or location

• Coordinates, monitors, and supports day-to-day IT operations (e.g. infrastructure, relationships with business) and escalates as necessary.

• Provides overall support to VEP end users of applicable IT services.

• Ensures corporate IT standards are consistently followed for all IT operations activities.

• Supports and ensures compliance with ISP Information Security Policy Manual.

• Represents the VEP end user by advocating local requirements, priorities, and user feedback when working with global service functional teams.

• Serves as initial customer contact for diagnosis and resolution of requests and incidents, providing a consistent global interface to all who consume IT services with a focus on achieving high levels of customer satisfaction.

• Ensures proper support tools and processes are used to resolve incidents in a timely manner.

• Delivers services locally, which the global IT organization cannot or should not deliver remotely. Thus, completing the IT Operating Model and ensuring IT can always deliver – globally and remotely for standardized demand, and locally for variable demands.

• Interacts with suppliers for the execution of IT services.

• Provides local support where not yet provided as a global shared service.

• Serves as an escalation point for end users related to IT services and resolution of requests and incidents.

• Performs an advisory role for project teams, global service functional teams, and business customers.

• Prepares Business Continuity Plans BCP and Disaster Recovery DR processes and facilitates execution.

• Represents the "VEP Voice of the End User" to the rest of the IT organization.

• Develops and manages global IT support contracts.

• Ensures desk procedures are up to date.

• Supports and ensures the business customer is in compliance with the Company's IT Security Policy Manual.

Desirable Experiences:

• Working knowledge of IT support tools and processes (e.g. incident management, request

• management, request center, SharePoint)

• Working knowledge of ITO services (e.g. GOSH, Network, CSS, UC)

• Experience of progressive responsibilities within IT, including customer support, day-to-day operations, supplier relationship, and/or problem resolution.

• Knowledge of Microsoft Office and Windows suite of applications.

• Knowledge of Ford global client infrastructure and Ford Standard applications.

• Experience of managing relationship with suppliers.

• Experience in leading security reviews and/or audit support.

• Experience of leading teams

• Ability to work independently with minimal direction.

• Ability to communicate and work with diverse teams in high-pressure situations.

• Functional knowledge of VEP manufacturing processes and technologies.

• Knowledge of computer and telecoms room standards

• Experience of maintaining IT hardware (e.g. server, scanners, printers)

• Knowledge of VEP applications and infrastructure.

Education/Knowledge required.

• Bachelor's degree or equivalent experience in a relevant field

• Professional English language level equivalent to a B2/C1 level is required

• Industry or professional certification in a related area is a plus