

NEUROSOFT S.A.

Outsourcing Services Account Manager

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Neurosoft S.A., is a leading software, networking, information security and ICT services provider in financial, telecommunication, transportation, utilities, Gaming and government sectors, providing solutions and services aiming to increase operating efficiency and security. Listed in the Italian Stock Exchange since 2009, currently employees 200+ highly skilled professionals with in depth expertise in their field.

We have an open vacancy for an Outsourcing Services Account Manager in the Operations Unit, who will be responsible for the relationship and monitoring of the quality of field services provided by our Outsourcing Network, currently consisting of 30+ partners with 100+ staff servicing key Neurosoft clients across Greece and Cyprus.

Main Responsibilities

- Manages the relationship with Neurosoft' s Outsourcing Partners (acquisition, financial settlement, termination etc.) in collaboration with other teams
- Monitors incidents arising and when needed, coordinates with internal teams, clients and 3rd parties for the timely resolution of issues and disputes
- Defines and monitors productivity and quality KPIs of Outsourcing Network's performance
- Analyses data and patterns to determine the level of customer service the organization is providing to its end customers and to identify potential areas of performance improvement
- Develops, proposes and executes improvement plans in collaboration with internal and external parties
- Ensures adherence to agreed field SLA targets and Regulatory requirements

Professional Experience & Qualifications

- BSc degree in IT, Engineering, Mathematics/Physics, Operational Research. MSc degree will be considered a plus
- At least 5 years of experience in a similar position, preferably with Service Providers
- Previous experience in ITIL/ITSM implementations
- Proficient user of MS Office, especially Excel and PowerPoint
- PMI/Prince2 certification will be considered a strong asset
- Experience serving large number of customers and working effectively under pressure
- Strong organizational and problem solving skills
- Ability to analyze, compile and present effectively complex information in a range of audiences
- Accuracy and attention to detail
- Ability to work efficiently both within a team as well as independently
- Fluency in Greek and English languages, oral and written

We Offer

A competitive compensation package, a stable and enjoyable working environment, excellent opportunities for professional development, working on leading-edge technology and industry trends.