

# WE ARE HIRING!



## Head of Production Support

We are looking for a senior ICT expert to plan, coordinate and monitor activities of Production Support team, related to supporting infrastructure and service components of production platform of UCB Serbia, including database information system by following industrial and internal standards of UCB Serbia. If you have strong desire to drive change, ability to adapt to change quickly, strong consulting skills, and you are recognized as a leader, we have a perfect job for you!

### Job requirements

- To build up and maintain business relationship with internal and external contacts, including communication, SLA monitoring, escalations.
- Responsible for budgeting system related to cooperation with internal (business users) and external (vendors, suppliers) contacts.
- Implementation and continual improvement of internal processes within Production Support unit.

### Ideal candidate possesses

- Bachelor or Master Degree in Computer Science, Engineering or a related discipline with an information technology focus, or relevant experience within the industry
- At least 3 years in experience in IT managerial/team lead roles
- Strong interpersonal skills
- Strong analytical, organizational and influencing skills
- Broad knowledge of Infrastructure and Development technologies

### What we offer

- A possibility to work in a dynamic and multinational work environment built on collaboration, flexibility and respect
- Varied and challenging work to help you grow your technical skillset
- Learning and development opportunities through various soft skills and technical programs

## #DOWHATMATTERS

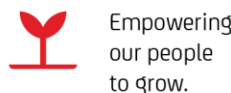
UniCredit as a leading European Bank, combining an international mindset with a strong local roots, welcomes people who share a strong can-do spirit and attitude. We look for those who believe in team work and feel responsible for generating value to our customers and communities we all live in.



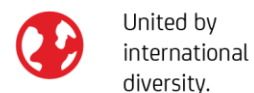
Bringing out the best in people.



Building our future together.



Empowering our people to grow.



United by international diversity.

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- To govern and coordinate technical implementation of projects within scope of Production Support unit.
- To conduct and evaluate control activities within department aligned with system of internal controls.
- Involvement in periodical overviews and analysis of the system of internal controls within ICT Direction, through supplying expert evaluations related to implementation of new, and enhancement of existing controls.
- Responsible of ICT incident and Problem management process - Efficient and decisive troubleshooting and proper communication towards to ICT director and main stakeholders.
- Continual monitoring of employee productivity and supplying constructive feedback to team members.
- Experience in creating process documentation, guidelines and operational procedures
- Experience in IT contract negotiations and setting Service Level Requirements
- High degree of flexibility and ability to work with employees at all levels of the organization
- Good skills in reporting and follow-up
- Strategic, solution and cost-oriented thinking
- Analytical in approach to problem solving with a focus on managing in a team environment with attention to results and with a sense of urgency in critical situations
- Relevant industry certifications are highly desirable
- A competitive compensation and range of benefits designed to help support your lifestyle and wellbeing (including private healthcare, an extra day off for your birthday, possibility to use our bike to come to work)
- We are the bank where we work in a smart office and strives for excellence. We value substance over the form and open communication over the hierarchy, where everyone is encouraged to make an impact.
- We **#dowhatmatters**
- [Apply here](#)

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