

ITSM Consultant

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Company: CTG

Location: Belgium

Category: computer-and-mathematical

CTG Belgium is looking for an **ITSM consultant** to strengthen our IT Service Management Team.

Our ITSM Team, a solution-oriented group of **highly trained engineers**, is active in Service Management environments.

Depending on your own ambitions and interests, you will get the chance to further develop your career within CTG together with your **personal coach**.

Job description

As an **ITSM consultant**, you will be responsible to take ownership of an operational role within a support organization.

You are driven by a **structured way of working**, with a permanent focus **providing quality and value** in all you deliver.

You like to bring **transparency** in the organization, looking for ways to visualize and identify opportunities on how existing operational processes can be executed more **efficiently**.

Operational excellence is not a buzzword for you; it drives your intention to suggest improvements.

Based on the customer needs, you can be **part of the Support Teams or Service Delivery Teams**. Roles as Change or Release Manager, Incident or Problem Manager have no secrets for you.

ITIL is part of your vocabulary.

Profile

At least 3 years of experience in operational IT; previous **experience as ITIL Process**

Engineer/Specialist in any domain **is required** (at least 1 year).

You are **passionate about Service Management**; you are a good listener, a clear communicator and find energy in creating satisfied customers.

You have **strong analytical skills and a 'can-do' attitude**.

You have a good **knowledge of ITIL**. For you, ITIL is not theory; it is a framework you use as needed to make work, flow.

Being ITIL Practitioner or higher certified is a plus; being **ITIL Foundation certified** is a prerequisite.

Experience with **BPMN (Business processing solutions)** is a plus.

Knowledge and certification of **other frameworks** (ESM, FITSM..) is a plus.

Fluent verbal and written communication in **English, Dutch / French** is a prerequisite.

Being able to facilitate workshops is a plus.

We offer you

An **interesting challenge** in a company that has been nominated one of Belgium's **Best Employers** for many years in a row.

An **attractive salary package** including a company car, meal allowance, representation allowance, group insurance and holidays.

A company culture characterized by **exceptional care for our employees**.

Flexible working hours and possibility to **work from home** depending on your role or project.

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