

Product Owner Server Hosting

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Company: Atlas Copco

Location: Belgium

Category: other-general

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The Role

Atlas Copco hosting environment

Atlas Copco has about servers worldwide. Most servers running on VMWare are in different locations: local sites and data centers, but there are also quite some servers in a cloud environment (mainly Azure).

Servers are managed by different parties (regional delivery teams, hosting partners, and local IT).

Atlas Copco looks into simplifying the hosting landscape.

Job Summary

You manage the global server hosting environment.

You are responsible for the projects that ensure the hosting environment stays up-to-date and removes technical debt.

Ensures that the hosting landscape and servers stay secure by further strengthening policies and security tooling.

Work out a strategy / tactical plan for the evolution/consolidation of the hosting environment.

Continuously improves the quality of the Server Hosting solutions in all aspects of stability, availability, development, training, and documentation.

What you can expect from us?

A friendly, family like atmosphere

Have the flexibility and freedom to keep a healthy work live balance

Plenty of opportunities to grow and develop your own career path

A culture known for respectful interaction, ethical behaviour, and integrity

Potential to see your ideas realized and to make an impact

New things to learn every day

Access to global job opportunities, as part of the Atlas Copco Group

What we expect of you?

Roles & Responsibilities

End-to-end accountable for the global Server Hosting domain.

You will ensure servers stay up-to-date, secure, and stable.

Responsible for server lifecycle processes to ensure that the inventory of servers stays up to date (CMDB) and servers remain compliant.

Follow up with the hosting partner on SLAs, Services, Escalations, and general performance.

Responsible for reviewing partner invoices & creating transparent costing toward the business areas

Collaborate with IT Services regions to optimize/improve server hosting services.

Follow up on server-hosting projects that align with the server-hosting roadmap.

Ensure adherence to the ITSM processes for the solution lifecycle: Incident & Request, Change, Problem, Event & monitoring, Knowledge, Configuration, and CMDB, among the principal ones.

Work with compliance, audit, risk, and security teams to ensure that significant risks related to the service are identified and actions are taken to guarantee that they are managed and

compliant with legal, regulatory, and contractual requirements affecting the enterprise.

This is a governance and management role, where operations are in the hands of a partner or regional delivery teams. Hands-on experience is, however, a must.

Technical/Soft Skills

Knowledge of Server OS systems (mainly Windows, but also partially Linux), including management tooling

Knowledge of VMWare products

Knowledge of server hosting on-prem, private data center, and cloud (mainly Azure)

Experience in cloud is a plus

General knowledge of networking active directory is a plus

Knowledge of ServiceNow is a plus

Knowledge of PowerBI is a plus

Knowledge of ITIL is a plus

Able to do stakeholder/vendor management

Able to explain solutions in a comprehensive way and ability to convince people

Ability to think long-term

Key Behaviours and Competencies

A person with a passion for the job

Objective-oriented, self-organized, and self-driven

A high degree of learning capabilities

Team player

Creative problem solving

Continuous service improvement attitude

Result/goal-oriented

Security minded

No tolerance for user impact

Willing to develop expert/generic competencies (T-shaped profile)

Strong verbal and written English Language skills are a must

City

Prague, Kontich

Hiring Manager

Jan Verhulst

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