Challenge Group

Job Title	IT Service Manager

Organisation	CAS
Location	Israel/Malta
Reports to	CIO
Position Code	CAS72
Job Purpose	We are seeking a highly experienced and service-oriented IT Service Manager to lead our IT Service Operations and ensure delivery of high-quality support across the organization. The ideal candidate is an accomplished leader with strong technical understanding, excellent communication skills, and proven experience managing service desks, support teams, and IT service processes in a fast-paced enterprise environment.
Responsibilities	• **Service Delivery & Operations** • Lead the daily operations of the IT Service Desk and Level 1–2 support teams. • Ensure timely resolution of incidents, service requests, and escalations. • Monitor and continuously improve SLAs, KPIs, and service performance dashboards. • Establish and enforce ITIL-based processes including Incident, Request, Problem, and Change Management. • Manage end-user experience across all sites and business units. • **Team Leadership** • Manage, mentor, and develop a team of support engineers and service desk analysts. • Conduct performance evaluations, set goals, and build a culture of accountability and excellence. • Coordinate 24/7 support coverage where necessary. • **Customer & Stakeholder Engagement** • Serve as the primary point of contact for IT service matters with business stakeholders. • Communicate effectively with management and departments regarding IT issues, timelines, and expectations. • Drive a customer-centric mindset and promote service excellence across the organization. • **Process & Continuous Improvement** • Identify opportunities to streamline processes, automate tasks, and improve efficiency.

	• Implement best practices, standard operating procedures (SOPs), and knowledge base documentation. • Lead post-incident reviews and root-cause analyses to reduce recurring issues. • **Technology & Systems** • Oversee endpoint management, ticketing systems, monitoring tools, and ITSM platforms. • Collaborate with Infrastructure, Cybersecurity, ERP, and Business Applications teams to resolve complex issues. • Ensure asset management accuracy and lifecycle tracking.
Job Requirements	
Education	• Bachelor's degree in information technology, Computer Science, or a related field. • A master's degree in a relevant discipline is considered an asset. • ITIL certification is preferred.
Experience, Skills, and Personal Attributes	**Experience** • Minimum 5–8 years of experience in IT service/support roles, with at least 3 years in a managerial position. • Proven experience managing teams in multi-site or global environments. **Technical Skills** • Solid understanding of Windows, AD/Entra ID, networking basics, ticketing systems, and endpoint technologies. • Strong knowledge of the ITIL framework; ITIL certification preferred. • Familiarity with ITSM tools (FreshService, ManageEngine, or similar). • Experience supporting cloud and hybrid infrastructures (Microsoft 365, Azure, etc.). **Soft Skills** • Excellent leadership, coaching, and communication skills. • Strong problem-solving abilities and the capacity to make decisions under pressure. • High customer service orientation and ability to work with diverse teams.