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| <b>Poslodavac</b>                | SAFRAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Adresa</b>                    | 501, Tower B, Jiaming Center, No.27 Dongsanhuan North Road, Chaoyang District, Beijing 100020, China                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Poštanski broj</b>            | 100020                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Grad</b>                      | Pékin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Référence</b>                 | 25D1755591434                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Titre de l'offre</b>          | ITSM Operation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Description de la mission</b> | <p>Key Responsibilities:</p> <p>Service Coordination &amp; Operations</p> <ul style="list-style-type: none"> <li>• Oversee daily IT support tasks and manage ticket flows to meet SLA targets.</li> <li>• Act as the escalation point for local incidents and service requests.</li> <li>• Track and report on ITSM metrics such as ticket volume, resolution time, and user satisfaction.</li> <li>• Ensure IT support documentation and knowledge base are continuously updated.</li> </ul> <p>ITSM Process Management</p> <ul style="list-style-type: none"> <li>• Enforce and improve ITSM practices (incident, request, change, and problem management).</li> <li>• Monitor compliance with IT policies and service quality standards.</li> <li>• Support root cause analysis and continuous service improvement initiatives.</li> </ul> <p>Project Support &amp; User Impact Coordination</p> <ul style="list-style-type: none"> <li>• Collaborate with infrastructure and security project teams to plan and coordinate user-facing activities (patching, reboots, migrations, endpoint upgrades, access changes, etc.).</li> <li>• Evaluate potential impacts of technical changes on end users and propose mitigation strategies.</li> <li>• Serve as the bridge between project execution and end-user experience, ensuring effective communication, early warnings, and end-user preparation.</li> <li>• Collect and consolidate user feedback during remediation phases to help steer project adjustments.</li> </ul> <p>Vendor and Resource Oversight</p> <ul style="list-style-type: none"> <li>• Coordinate day-to-day activities of outsourced technical support resources.</li> <li>• Track resource performance and escalate any staffing or service quality issues to the Team Lead.</li> <li>• Support onboarding and orientation for new support team members.</li> </ul> <p>Collaboration &amp; Communication</p> <ul style="list-style-type: none"> <li>• Liaise regularly with the Service Delivery Team Lead and the central IT teams.</li> <li>• Act as a communication focal point for the South region on service disruptions, maintenance windows, and project rollouts.</li> <li>• Participate in regular service review and project status meetings.</li> </ul> |
| <b>Type de contrat</b>           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Télétravail</b>               | common.unspecified                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Description de la société</b> | As the IT Service Delivery Coordinator based in the South, you will serve as the local operational lead for IT support and service management. In addition to coordinating outsourced support teams and managing day-to-day ITSM activities, you will act as the key interface between users and the infrastructure project teams. You will play a vital role in minimizing user disruption during security remediation and infrastructure enhancement projects, ensuring clear communication, user readiness, and continuity of support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Localisation</b>              | Suzhou                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Pays</b>                      | China                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Région</b>                    | Jiangsu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Description du profil</b>     | <p>Education &amp; Experience</p> <ul style="list-style-type: none"> <li>• Bachelor's degree in IT, Information Systems, or a related field.</li> <li>• 3+ years of experience in IT service delivery, helpdesk operations, or IT coordination.</li> <li>• Experience in working with infrastructure or security remediation projects is highly desirable.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

#### Technical & Professional Skills

- Good understanding of ITSM practices and tools (ServiceNow, Jira Service Management, GLPI, etc.).
- Solid knowledge of general IT infrastructure (Windows, endpoint management, networks, basic cybersecurity concepts).
- Familiarity with project coordination, stakeholder communication, and impact analysis.
- Strong interpersonal skills and ability to communicate effectively with both technical and non-technical audiences.

#### Certifications (preferred)

- ITIL Foundation v3/v4
- Basic project management or coordination certifications (CAPM, Agile fundamentals) are a plus.

**Secteur** Aéronautique - Spatial - Matériels de transport