OPENTEXT

OpenText is a global leader in information management, where innovation, creativity, and collaboration are key components of our corporate culture. As a member of our team, you will have the opportunity to partner with the most highly regarded companies in the world, tackle complex issues, and contribute to projects that shape the future of digital transformation.

YOUR IMPACT

This onsite role involves coordinating our Technical Consultants in delivering high-quality implementation, integration, and consulting services. Additionally, you will serve as a Service Manager, focusing on one large, strategic account. Collaboration with internal stakeholders, including Sales, Customer Success, and Product teams, will be essential to ensure the successful execution of programs that meet both client expectations and company objectives.

WHAT THE ROLE OFFERS
- Serving as the primary point of contact for escalations and ensure client satisfaction by delivering contractual obligations on time and within scope
- Meeting margin targets by establishing and standardizing delivery practices and solution approaches
- Allocating and optimizing resources to ensure efficient delivery and operational excellence
- Collaborating with the Senior Management team to align the Managed Services strategy with overall business goals
- Tracking key financial metrics, including billable utilization, project margins and client profitability

WHAT YOU NEED TO SUCCEED
- University degree in a technical or business discipline or equivalent
- At least 5 years of proven service management skills
- Experience in negotiating the contract scope and price as well as writing proposals
- Relevant certification (e.g. ITIL, PMP)
- Familiarity with OpenText products is beneficial
- Very good communication and presentation skills in English and German (at least C1 level)

ONE LAST THING:

OpenText is more than just a corporation; it's a global community where trust is foundational, the bar is raised, and outcomes are owned.