



WINNING TOGETHER

Our business is about technology.
But first of all, it's about people.

Service Solution Designer with German

We are looking for an ambitious, self-driven Service Solution Designer to join Computacenter's dynamic and rapidly expanding Business Enablement and Take-On organization. This person will be joining a truly global organization, delivering services to over 70 countries worldwide, with major offices across Europe, the Americas, Africa, and Asia: a recognized leader of the IT services business with a unique vendor-independent, infrastructure-focused perspective on the market.

You will get to work with some of the most talented and passionate people in the business. You will have the opportunity to apply your skills and knowledge to some of the highest-profile projects and customers in the market. With open access to thought leaders and major industry players, you will get exposure to leading-edge technologies that will enable you to advance your skills.

The role will be part of a single point of contact organization that facilitates and supports Computacenter's Group Delivery's responses to the service desk, end-user computing, and managed infrastructure change opportunities, responsibilities include

Responsibilities

- Act as the Group Delivery single point of contact to support service management, sales, and design in responding to the service desk, end-user computing, and managed infrastructure opportunities.
- Review customer requirements against defined corporate service standards to identify service constraints and deviations.
- Suggest proactive and innovative solutions to requirements.
- Negotiate with the various internal global stakeholders within group delivery and sales.
- Perform risk profiling and mitigation identification.
- Provide or acquire internal approval for service change designs.
- Provide peer review for colleagues on service and commercial solutions
- Provide written proposals/quotations for the acceptance and delivery of services
- Act as a gatekeeper ensuring the best value for customer and CC.
- Maintain an understanding of Computacenter's service support and technology solutions, including cost drivers, benefits, and limitations.
- Upon notified approval provide all required solution artifacts to the transition organization to implement.



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- Drive the Sales team in the initial architecture phase of the bid life cycle to an optimal standard solution.
- Drive teams cross countries to work collectively towards an optimal outcome where nonstandard services are required
- Take Group Delivery accountability for the design of all Group Delivery nonstandard services.
- Produce/update all agreed deal artifacts with the nonstandard services.

Requirements

- You have at least 3-5 years of experience in costing complex/transformation IT services, involving datacentre, storage, helpdesk, hardware maintenance, deskside support, server, and network management
- Excellent written and verbal communication skills in German and English
- You have a strong operational understanding of the IT Managed service offerings.
- You are analytical and risk-aware. Able to analyze and put into context cost, risk, assumptions, and dependencies into a commercially viable proposal.
- You have strong commercial modeling experience.
- You are able to build strong relationships & communicate effectively at all levels both internally & externally.
- You are able to balance, coordinate and translate the needs of multiple stakeholders.
- You are able to manage workloads/time to achieve deadlines in pressure situations
- You are familiar with ITIL to at least the Foundation level.
- You have excellent negotiation skills
- Have significant experience in the delivery of Managed Services in an IT outsourcing organization
- Thorough understanding of the IT sales cycle

About us

Computacenter is a leading independent provider of IT infrastructure services, with about 16,000 employees worldwide and global revenue of £5.05 billion. We work

at the heart of digitization, advising organizations on IT strategy, implementing the most appropriate technology, and managing our customers' infrastructures.

We offer a friendly, open working environment without too much fuss about hierarchy. We are looking for professionals with diverse competencies,



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personalities, and strengths who want to live our shared values of teamwork and performance.

Interested in joining a company with a strong sense of community?

We're growing. We're hiring. We encourage. We empower. We support.
#winningtogether

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