

About this opportunity

We are looking for a Head of User Experience & Local Site Support in multiple countries who will be responsible for leading a team of IT support resources, with effective thought leadership, competence development, and IT support standard processes for best-in-class employee experience and satisfaction. The unit leader is responsible for IT support workforce planning, new hire orientation and training, enculturation, evaluation, and performance management. The unit head is responsible for translating business needs into IT requirements, strategies, and solutions to optimize the effectiveness of the support workforce including driving IT communication, engagement, and the adoption of tools, applications, and services in the market area. The unit leader will manage unit resources directly and indirectly via suppliers, for the implementation of strategic, tactical, and operational work and targets.

What you will do

- IT support workforce planning and resource optimization across the market area.
- Recruitment, orientation, and management of IT support resources.
- Driving engagement and collecting feedback to improve employee experience.
- Compliance to Ericsson IT Security practices and EGMS implementation.
- Driving efficiency with automation and data driven decisions.
- Identification of opportunities, gaps, and implementation of support solutions.
- Incident, Problem, Change and Configuration management process alignment.
- Adoption of Knowledge Centered Service (KCS) and preemptive support.
- Preservation of assets, information security and control structures.
- Developing and implementing IT support standard methodology for the organization.
- Designing training and competence development programs.
- Collaborating with resource suppliers to assure support delivery efficiency.
- Driving efficiency with automation and data driven decisions.
- Continuous improvement for end-to-end support and collaboration with ITSD.
- End user communication, training and driving adoption of IT tools and services.

You will bring

- Proven working experience as an IT resource manager or relevant experience in an international environment.
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems.
- Problem solving skills.
- Experience leading personnel and networking with people.

- Proficiency with Microsoft tools including Office 365, Teams, and SharePoint.
- Excellent written and oral communication and presentation.
- Financial management experience including forecast, cost control and reporting.
- Business Acumen and negotiation skills.
- People and unit leadership experience.

Interested candidates can apply using below link:

<https://jobs.ericsson.com/job-invite/719183/>

What's in it for you?

Here at Ericsson, our culture is built on over a century of courageous decisions. With us, you will no longer be dreaming of what the future holds – you will be redefining it. You won't develop for the status quo but will build what replaces it. Joining us is a way to move your career in any direction you want; with hundreds of career opportunities in locations all over the world, in a place where co-creation and collaboration are embedded into the walls. You will find yourself in a speak-up environment where empathy and humanness serve as cornerstones for how we work, and where work-life balance is a priority. Welcome to an inclusive, global company where your opportunity to make an impact is endless.

What happens once you apply?

To prepare yourself for next steps, please explore here: <https://www.ericsson.com/en/careers/job-opportunities/hiring-process>