If you have the expertise to design and govern Global Service Request & Problem Management processes and you are eager to lead the end-to-end ServiceNow transformation within a high-performing GBS environment - **APPLY!**

# Service Request & Problem Management Process Owner

Nr ref.: 464/3/2026/PK/267824/jobs.pl Kraków (małopolskie)

## What we offer

- A key role in digital transformation within a strategic and rapidly growing Business Unit
- Full ownership of end-to-end design, governance, and continuous improvement of GBS ticket management processes across all ServiceNow applications
- An efficient recruitment process, consisting of 1-2 stages directly with the Client
- An employment contract directly with the Client, with a perspective for a long-term cooperation
- Annual bonus based on performance
- MyBenefit platform (including subsidies for Multisport cards)
- Internet and electricity allowance for remote work
- Increased employer contribution to the Employee Capital Plan (PPK) - up to 3%
- Additional vacation days based on your length of service
- Hybrid work model (typically 2 days in the office and 3 days from home)
- Flexible start times between 7:00 AM and 9:00 AM

## Your tasks

- Own and govern the GBS Service Request Management, Case Management and Problem Management processes across all ServiceNow modules and service towers
- Define and maintain process standards, workflows, and policies, ensuring alignment with GBS and enterprise service management frameworks
- Monitor SLA and service performance, identifying root causes of recurring issues, inefficiencies, or bottlenecks
- Lead problem management practices, ensuring timely root cause analysis, corrective actions, and prevention of repeat issues
- Partner with service tower leads and regional delivery teams to ensure consistent ticket categorization, routing, and resolution quality
- Collaborate with the ServiceNow platform and automation teams to optimize workflows and enhance the end-user experience
- Drive “shift-left” initiatives leveraging self-service portal, GenAI chatbots, and improved knowledge content to reduce ticket volume and improve first-contact resolution
- Conduct trend and data analysis to identify improvement opportunities and support continuous service performance optimization
- Partner with IT and Transformation leads to ensure integration of process enhancements into the broader ServiceNow roadmap

## What we expect

- 5+ years of experience in **service management**, **GBS operations**, or **shared services**
- Strong background in **Request** and **Problem Management** (ITIL or ESM frameworks)
- Experience managing **ServiceNow environments** particularly request, case, and problem modules
- Proven ability to analyze operational data and translate insights into actionable improvements
- Exposure to **automation**, **AI / chatbot**, and self-service enablement initiatives
- Relevant certifications are advantageous: ITIL v4, ServiceNow Process Owner, or Problem Management Specialist

What success looks like:

- Proven ownership of global process frameworks in a GBS or shared service environment
- Demonstrated ServiceNow optimisation (not just usage)
- Evidence of reducing demand (shift-left, automation, self-service)
- Strong data-driven decision making (SLA, root cause, trend analysis)
- Ability to influence across towers without direct authority

Employment agency entry number 47

*this job offer is intended for people over 18 years of age*