



machCon GmbH is a moderately growing consulting firm that serves national and international large and medium-sized customers in a wide range of industries, particularly healthcare and life science industries, with their demanding quality and regulatory requirements. Our clients are loyal to us because of our unique skillsets and our ability to adapt to new work environments fast.

We are managing projects, analyzing businesses, and taking care of IT Security on highest levels and we offer trainings on complex subjects and targeted coaching's of managers.

Take this opportunity. We look forward to receiving your detailed application by e-mail to [contact@machcon.ch](mailto:contact@machcon.ch).

We are looking for a  
**Service Manager (m/f)**

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### Key Responsibilities

- Apply process, methods, tools and applications so that the business obtains the most effective and efficient change and project delivery whether provided by internal or external service providers.
  - Apply knowledge and analytical skills in the review of changes, projects and programs to formulate improvements and remediation activities to enhance services and provide additional value to customers.
  - Act as an escalation point for change and project related matters, negotiating and managing conflict as necessary with suppliers, stakeholders and customers.
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### Your Profile

- Good understanding of ITIL, or another appropriate framework, and supplier management.
  - Briefing skills and engagement with governance.
  - Experience with data privacy respective regulatory environment.
  - Familiarity with regulatory framework and guidelines for pharmaceutical products.
  - Proactive personality, strategic mind, able to manage multiple tasks.
  - You share our values such as commitment, openness and integrity.
  - Fluent in English language; German language skills desired.
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### We offer

- A diversified consulting activity in an interesting and international customer environment with strategically relevant customer projects.
- The opportunity to develop further and take on responsibility.
- A professional consulting environment together with a young, highly committed team in a moderately growing company.
- Above-average opportunities for further training, a performance-related salary, and extensive additional benefits.