

# Service Manager (f/m/d)

## About Us

The Rulemapping Solutions stands for innovation at the intersection of law, technology, and AI. With our unique Rulemapping methodology and Rule AI, we're transforming how governments, businesses, and society deal with rules. Rulemapping accelerates public administration, reduces bureaucratic complexity, and creates new trust in digital decision-making processes. Supported by the Federal Agency for Disruptive Innovation (SPRIND), we are not only building efficiency – we are shaping a new operating system for rule-based societies, with courage, technological excellence, and a strong social mission. Our vision: a digitally readable and openly accessible legal world in which laws are no longer barriers but serve as clear, fair foundations for decision-making – for everyone.

## Your Responsibilities

- Integral part of the delivery team consisting of Legal, AI Engineering, and PMO.
- Proactive success measurement: define KPIs, analyze user feedback, continuous optimization, and feedback to Product and Business.
- Full-service management for B2B clients including:
  - Service Desk
  - Incident Management
  - Problem Management
- Configuration of client systems (No-Code on RMP).
- Ownership of service processes, particularly SLA Management, Service Requests, and Change Management.
- Interface between Tech Team (Product, Dev, DevOps) and BizDev Team (Sales, KAM).
- Development of collaboration processes with the client's technical contacts.
- Responsibility for end-to-end service management for B2B clients, including service desk, incident & problem management, and client system configuration on the Rulemapping Platform (RMP).
- Coordination of service processes such as SLA, change, and service request management, and aligning requirements with potential solutions.
- Facilitation of communication between internal teams (Product, Dev, UX, IT-Ops) and the client's representatives.
- Analysis of user feedback, monitoring KPIs, and optimizing processes and products.

## Your Profile

- Degree in Computer Science, Business Informatics, Engineering, or a comparable qualification.
- Minimum 3 years of experience in service management, ideally in a SaaS, IT, or GovTech environment.
- Solid knowledge of IT Service Management (ITSM) and relevant processes such as Incident, Problem, Change, and SLA Management, including associated tools.
- Ability to configure and customize client systems efficiently.
- Experience using databases and BI tools.
- Analytical mindset with strong focus on KPI-based success measurement and continuous service improvement.
- Excellent communication skills for serving as an interface between customer, technical, and business teams.
- Very good German and English skills (C1 or higher).
- Experience with no-code or low-code platforms and software development is a plus.

## What We Offer

- A key role with responsibility in a growing GovTech company.
- Flexible work models and a modern corporate culture.
- Central office in Berlin-Mitte.
- Innovative projects and career development opportunities.
- A dynamic team with plenty of room to implement your own ideas.
- Attractive compensation package.

We want to work with you to advance our vision and revolutionize the world of rules and laws for a functioning society! Are you ready to become part of an innovative team and shape the future with us? Then send your application documents to [jobs@rulemapping.com](mailto:jobs@rulemapping.com) We look forward to meeting you and achieving great things together!