

## IT Customer Support Specialist (TM)

### 工作职责

The IT Customer Support Specialist plays a key role in ensuring the effectiveness, consistency, and continuous improvement of Customer Support services. This role is responsible for managing knowledge, supporting service ownership, and driving quality assurance across internal teams and external service providers. The ideal candidate will combine analytical thinking with a service oriented mindset to enhance service quality and operational efficiency.

Your tasks will focus on the following activities:

- Responsible for the Knowledge Management process for Customer Support services.
- Act as deputy service owner for the Service Desk and Situation Management services
- Identify areas of improvement within the Customer Support services, develop and track quality assurance measures.
- Ensure that external service providers and selfhelp interfaces are using accurate and relevant knowledge items.
- Monitor provider performance and adherence to documented procedures and service expectations.
- Support automation and optimization efforts by identifying shift left opportunities .
- Develop operational reports, provide actionable insights based on data analytics.

### 职位要求

- Bachelor's degree in Information Technology, Business Information Systems, or a related field.
- Experience in IT service management, knowledge management, or customer support operations.
- Strong understanding of ITIL practices, particularly around Service Desk, Incident Management, and Knowledge Management.
- Experience working with ITSM tools (e.g., BMC)
- Proficiency in data analysis and reporting tools is a plus (e.g. Power BI).
- Excellent communication, coordination, and stakeholder relationship skills.

### 我们可以提供

What we offer:

Pay for Performance:

- Achievement Bonuses and Rewards;



职位号码

**REF1784R**

工作职能

信息技术

所在地

**Timișoara**

领导力级别

个人贡献者

工作场所灵活度

混合式办公

法律实体名称

**Continental Automotive Romania  
SRL**

- Relocation Bonus for non-Timisoara Residents;
- Recommendation Bonuses for new team members;
- Flexibility Program including flexible hours, mobile work and sabbaticals.

#### Wellbeing:

- Health & Wellness (Private Health Insurance, Life Insurance, Sport activities etc.);
- Different discounts (glasses, tires, medical, shopping);
- In-house restaurant & coffee corners.

#### Life-Long Learning:

- Technical, Soft Skills & Leadership trainings;
- Dedicated Programs and Conferences;
- Free Language Courses (English, German, French etc);
- Access to e-learning platforms;
- Career development opportunities (local and international);
- Internal development communities (Experts, Agile Community of Practice, Artificial Intelligence etc).

Ready to take your career to the next level and join us at the start of something extraordinary? Apply now to become a part of AUMOVIO and drive the future mobility together with us!

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#### 关于我们

Continental's Automotive group sector is expected to be listed as independent company "AUMOVIO" in September 2025. With ~93,000 employees worldwide and annual sales of ~€20 billion, we are entering an exciting new era.

AUMOVIO stands for highly developed electronic products and modern mobility solutions. In addition to its strong market position with innovative sensor solutions, displays, and technologically leading braking and comfort systems, AUMOVIO has significant expertise in software, architecture platforms and assistance systems for the rapidly growing future market of software-defined and autonomous vehicles. Our purpose is clear: to make future mobility safe, exciting, connected, and autonomous.