

# IT Service Desk Lead

## Your tasks

- The position holder will be responsible for managing the TE WW Service Desk MNL and TE WW Service Desk SLP groups in the area of performance, behavior at work, professional/career development
- Point of contact for questions related to TE WW Service Desk MNL and TE WW Service Desk SLP groups' scope of work, processes and procedures
- Overall responsible for Service Desk skills related training of TE WW Service Desk MNL and TE WW Service Desk SLP groups.



## Your profile

### Qualifications:

- Bachelor's degree holder, preferably in IT or Computer-related courses
- ITIL Foundations (V3 or latest version) required or other IT certifications (e.g. MCSP) is desired but not required.
- Seasoned Service Desk professional (from ITO or shared services background) with at least 5 years of experience working for a global service desk team
- Strong Service Delivery orientation, sound knowledge of Incident, Change, Problem and Knowledge Management, and experience in undertaking Continuous Service Improvement Initiatives
- With at least 3 years of people leader experience working from ITO or shared services for a global service desk team, with expertise in service delivery and operations management, people development, coaching and mentoring, performance management, continuous improvement.
- Comfortable working with diverse group of individuals who maybe of different nationality, come from varying educational, religious, political background or gender orientation

Job ID

**REF52066L**

Field of work

**Information Technology**

Location

**Taguig**

Leadership level

**Leading Leaders**

Job flexibility

**Hybrid Job**

Legal Entity

**Continental Global Business Services Manila, Inc.**

## Our offer

- Values-based culture
- Learning Opportunities

Ready to drive with Continental? Take the first step and fill in the online application.

## About us

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its

global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers needs.