

IT Provider Manager OESL (m/f/d) - REF 72022A

Descrição da função

We are looking for a IT Provider Manager (m/f/diverse) for the locations Porto or Timisoara with the following responsibilities:

Vendor Management and Relationships

- Develop and maintain strong relationships with external service providers, fostering trust, communication, and collaboration.
- Negotiate contracts with new and existing providers, ensuring favorable terms and alignment with company goals.
- Monitor and evaluate vendor performance, ensuring adherence to SLAs, KPIs, and other contractual commitments.
- Manage service escalations and disputes, acting as the main point of contact to resolve issues in a timely and effective manner.

Service Delivery and Optimization

- Oversee service delivery by external providers to ensure quality, timeliness, and compliance with business requirements.
- Proactively identify opportunities for improvement in service delivery and work with vendors to optimize processes, reduce costs, and increase operational efficiency.
- Collaborate with internal IT and business teams to ensure that provider services are aligned with evolving business needs and technological advancements
- Develops support concepts and procedures to meet in minimum the current defined service levels, demonstrates opportunities to improve service provision

Contract Management

- Review and manage contracts for external service providers, ensuring they reflect the company's requirements, compliance standards, and risk mitigation.
- Keep up to date with contract renewal schedules and renegotiate terms as necessary to maintain competitive advantage and service quality.
- Implement contract governance processes to ensure that all terms and conditions are adhered to and that compliance risks are mitigated.

Risk Management and Compliance

- Assess and mitigate risks associated with external providers, particularly in areas related to data security, service continuity, and compliance.
- Ensure that vendors are compliant with regulatory requirements and company policies, especially concerning data protection, intellectual property, and IT security.
- Conduct regular audits and reviews of vendor performance and



Identificação da vaga
REF72022A

Área funcional
Information Technology

Local
Hannover

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Contato
Oliver Ridder

Pessoa jurídica
ContiTech Vibration Control GmbH

compliance with contract terms, escalating issues as necessary.

Strategic Provider Ecosystem Development

- Contribute to the development of the provider ecosystem strategy, identifying new vendors and emerging technologies that could bring value to the company.
- Continuously assess the provider landscape, exploring new opportunities to leverage innovative solutions and strategic partnerships.

Customer Relationship Management

- Acts as a primary partner for internal customers as well as for external provider management assisted by Project Management Office
- Provides guidance to facilitate central & local change management process
- Works cooperatively with the local experts and/or teams out of the retail organisations
- Ensures the optimal resource utilization

Applications from severely handicapped people are welcome.

Requisitos

- Bachelor's degree in Information Technology, Business Administration, Supply Chain Management, or a related field.
- Required Certifications: Certified in IT Service Management (e.g., ITIL Foundation), Certified Professional in Supply Management (CPSM).
- Preferred Certifications: Certified Contract Manager (CCM), Project Management Professional (PMP), Certified Outsourcing Professional (COP).
- 5+ years of experience in vendor management, provider management, or IT procurement, with a track record of managing external service providers and optimizing IT service delivery.
- Managed the contract negotiation and onboarding process for new IT vendors, ensuring alignment with business requirements and contractual agreements.
- Led the vendor performance review process, implementing improvements and ensuring service delivery met KPIs and SLAs.
- Led an IT outsourcing initiative, overseeing vendor selection, contract negotiations, and the transition to a new service provider.
- Managed multi-provider ecosystems, ensuring all vendors delivered consistent quality and met operational expectations.
- Ability to collaborate effectively across functional areas (IT, procurement, legal, etc.) to manage vendor relationships and drive successful outcomes.
- Influence without direct authority, leading by example and through strong communication and negotiation skills to manage external partners.
- Experience in cross-functional team leadership, where the role involves working with IT, legal, business units, and procurement teams to ensure smooth service delivery and issue resolution.
- Stakeholder management experience to ensure alignment with business goals and effective communication with senior leadership, business units, and external partners.

- Fluent in English and German, another language helpful
- Exposure to international work content in previous roles

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O que oferecemos

The well-being of our employees is important to us. That's why we offer exciting career prospects and support you in achieving a good work-life balance with additional benefits such as:

- Training opportunities
- Mobile and flexible working models
- Sabbaticals
- and much more...

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Quem somos

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.

The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.

About Original Equipment Solutions:

With more than 17.000 employees and around 2bn€ sales, present in 15 countries with 35 locations and tech centers - OESL is a global player in the automotive sector with extended material competence in rubber, plastic, and metal, serving all major OEM's and commercial vehicle customers' needs with millions of parts in high quality.