

# IT Analyst - Distribution System

## Your tasks

- Identify and diagnose user tickets related to hardware/software, networking, and other request services.
- Good understand of computer systems, hardware/software, mobile devices, computer laptop/desktop, and IT technologies.
- Strong knowledge of ITSM/ITIL and experience with IT ticket management tools, such as ServiceNow, BMC Helix, or similar system.
- Maintain and Ensure that IT standards, procedures, methods, policies, and inventory assets are kept in line with Continental standard requirements.
- Proactively sources services that are suitable for the delivery of IT services in order to achieve the desired outcomes and objectives.
- The collection, maintenance, and publication of critical IT service measurement statistics and KPI are performed as needed.
- Proficiency in Microsoft Intune, Mobile Device Management, Software Distribution System
- Proficiency in Microsoft Office Products (Windows OS, Microsoft 365, MS Teams, Outlook, OneDrive, SharePoint, MS Teams Rooms).
- Proficiency in Microsoft Windows Server (2016/2019/2022), Active Directory, DNS/DHCP, File and Print server administration.
- Experience with Computer and Users Management tools e.g. Ivanti LANDesk, MS SCCM, McAfee ePO Orchestrator, Endpoint security, Identity Access Management and etc.
- Understanding of basic networking (WAN/LAN/WLAN), Internet Guest Access, Cloud technologies.
- Experience in leading IT projects and implementing technology solutions.
- Provide essential security advice and support, IT training and guiding to customers
- Delivering customer service through multiple channels and business unit including Continental Rayong PLT, MotorCycles, bangkok Sales / Other Continental Divisions in Thailand and cross country.
- Strong analytical skills to diagnose and resolve complex IT issues.
- Excellent communication skills to interact effectively with customers and team members.
- Leadership abilities to manage IT projects and coordinate with cross-functional teams.
- Problem-solving skills to provide innovative solutions and improve IT service delivery.
- Customer service orientation to deliver high-quality support and training to users.

## Your profile

- Master's degree or Bachelor's degree in Computer Engineering, Computer Science, Information Technology or related field.



Job ID  
**REF74930H**

Location  
**Pluak Daeng**

Leadership level  
**Leading Self**

Job flexibility  
**Onsite Job**

Legal Entity  
**Continental Tyres Co., Ltd.**

- Minimum 5-7 years of experience in IT Distribution System, IT Services Management, IT Operations Support, or a related field.
- Proficiency in overseeing IT infrastructure initiatives and putting technological solutions into practice.
- Familiarity with ITSM, Microsoft Applications, Mobile Device Management, Computer Hardware/Software
- Advanced certifications such as MCSE, ITIL, CompTIA A+, or equivalent.
- Effective communication and ability to work under pressure and manage multiple tasks simultaneously.
- Proficiency in English

## **Our offer**

As the IT Analyst Distribution System, you will be responsible for enhancing IT Services productivity and collaboration through the effective implementation and management of IT tools and technologies. You will ensure seamless integration, user support, and continuous improvement of collaboration platforms to meet the evolving needs of the Continental Thailand organization.

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

## **About us**

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 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.