

MUSTANG - IT Consultant CS B2B Portals

あなたの仕事内容

Responsible for B2B portals and solutions for worldwide ContiTech teams in accordance with global Competence Center in an international team.

Successful set-up and administration of OEM portals is vital to maintaining the appropriate access for users and securing the information the portals contain.

Provide IT consultation, support and service management, project management and ensure resource and system availability & support towards daily operational business.

あなたのプロフィール

- Bachelor's degree in related information technology field
- Experienced in collaborating with other parties and actively participating in and contributing to local and global projects
- Project management experience
- Flexible to new ideas and ways of accomplishing tasks
- Strong problem solving skills with well organized and structured work habits
- Excellent verbal and written communication skills
- Excellent interpersonal skills and ability to function well in a team or independently
- ITSM, ITIL and Lean Methodology
- IT Strategy, Tool and service roadmap and General IT knowledge

- OEM Portal knowledge

オファー

Tasks in details:

- Provide information & advisory concerning the content of Incident Management to 1st to 2nd level support
- Provide end user support on account creation, access administration and related issues, license and connectivity issues
- Incident Ticket Handling 2nd and 3rd level support of B2B Portals (operation, administration and support of applications) in accordance with the ITSM principles and KPI of the team
- Continuous monitoring of OEM and Supplier Portals in his/her area of responsibility based on ITIL or other Continental processes
- Implement, improves and configures new (as well as existing) technologies / tools, procedures and test methods
- Responsible for compiling work instructions, training materials and deliver B2B trainings to internal colleagues
- Responsible for categorization, classification & prioritization of



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Continental Global Business Services Manila, Inc.

service requests from the customer (e.g. OEM's BMW, VW, PSA, Volvo, Daimler)

- Audit portal together with the OEM, perform regular audits to oversee the adherence to the customer Terms of Agreement

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会社概要

ContiTech is a business area of Continental, and one of the world's leading suppliers of technical elastomer products and is a specialist in plastics technology. ContiTech develops and produces functional parts, components and systems for machine and plant engineering, mining, the automotive industry, and other important industries.

Our Systems and Standards organization is seeking for a SAP business consultant to join our Central Key User team.

Are you ready to shape the future with us?