

Team Lead Client Service (m/f/d) - REF77133W

Jūsų užduotys

The Team Lead Client Services (Windows, Mac and iOS) (m/f/diverse) is responsible for leading a global team that provides comprehensive support and services for Windows and Mac environments in Tires IT Infrastructure. This role ensures the delivery of high-quality client services, drives continuous improvement, and aligns IT services with business needs.

Your tasks:

- Lead and manage an international team of client service professionals supporting Windows, Mac and iOS environments
- Develop and implement strategies to improve client service delivery and user satisfaction
- Ensure the effective deployment, configuration, and management of Windows, Mac and iOS operating systems
- Oversee the resolution of complex technical issues and escalations
- Collaborate with other IT teams to ensure seamless integration and support of client services
- Monitor and report on key performance indicators (KPIs) and service level agreements (SLAs) with external providers
- Drive continuous improvement initiatives to enhance service quality and efficiency
- Stay informed about the latest trends and technologies in Windows, Mac and iOS client services

Reikalavimai

- Academic degree in Computer Science, Information Technology or a related field
- Experience managing client services teams, focusing on Windows and Mac environments
- Knowledge about Microsoft Intune and Microsoft Deployment Toolkit
- Proficiency in Windows and Mac operating systems and related technologies
- Experience with IT service management frameworks (e.g., ITIL)
- Fluent English language skills, both written and spoken
- Leadership and team management skills
- Strong problem-solving and analytical abilities
- Effective communication and interpersonal skills
- Strong organizational and time management skills

Applications from severely disabled people are welcome.

Mes siūlome

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Darbo ID
REF77133W

Darbo sritis
Informacinės technologijos

Vieta
Hanover

Lyderystės lygis
Leading People

Darbo laiko lankstumas
Hybrid Job

Kontaktinis asmuo
Melissa Klöpper

Juridinis asmuo
Continental Reifen Deutschland GmbH

balance with additional benefits such as:

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

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Apie mus

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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.