

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

Descrição da função

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

Requisitos

- 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.

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



Identificação da vaga
REF77133W

Área funcional
Information Technology

Local
Hanover

Nível de liderança
Leading People

Modalidade de trabalho
Hybrid Job

Contato
Melissa Klöpper

Pessoa jurídica
Continental Reifen Deutschland GmbH

balance with additional benefits such as:

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

Sounds interesting for you? [Click here to find out 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.

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.