

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

หน้าที่ความรับผิดชอบในงานของคุณ

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

โปรไฟล์ของคุณ

- 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.

ข้อเสนอของเรา



รหัสตำแหน่งงาน

REF77133W

สาขางาน

งานเทคโนโลยีสารสนเทศ

ที่ตั้ง

Hanover

ระดับความเป็นผู้นำ

Leading People

ความยืดหยุ่นในการทำงาน

ทำงานนอกสถานที่และที่บริษัท

ชื่อผู้ติดต่อ

Melissa Klöpper

นิติบุคคล

Continental Reifen Deutschland GmbH

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เกี่ยวกับเรา

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