

IT Provider Manager Local Network Services

Your tasks

The Provider Manager for Local Network Services to oversee and manage our network service providers. The ideal candidate will ensure the delivery of high-quality network services, maintain strong relationships with providers, and drive continuous improvement in service delivery.

In detail your tasks include:

- **Provider Management:** Oversee and manage relationships with local network service providers, ensuring compliance with service level agreements (SLAs) and performance standards. Align provider demand, requesting quotes, check quality, document & track status of orders, coordinate CoF signatures, implementation planning with locations and central operations.
- **Contract Negotiation:** Negotiate contracts and agreements with network service providers to secure the best terms and conditions.
- **Performance Monitoring:** Monitor and evaluate the performance of network service providers, ensuring they meet or exceed established SLAs.
- **Issue Resolution:** Address and resolve any issues or disputes with network service providers promptly and effectively.
- **Continuous Improvement:** Identify opportunities for improving network services and work with providers to implement enhancements. Coordinate any changes required to the provider equipment/lines (routing adjustments, location moves, provider switches for locations (cost, quality driven,...) with providers.
- **Budget Management:** Manage the budget for local network services, ensuring cost-effective solutions without compromising quality.
- **Reporting:** Prepare and present regular reports on provider performance, service quality, and network reliability to senior management.
- **Collaboration:** Work closely with internal teams, including IT, operations, and procurement, to ensure seamless network service delivery.



Job ID

REF77136I

Field of work

Information Technology

Location

Timișoara

Leadership level

Leading Self

Job flexibility

Hybrid Job

Legal Entity

S.C. Continental Automotive Products S.R.L.

Your profile

The ideal candidate for the Provider Manager Local Network Services position should possess the following qualifications:

Education:

- Bachelor's degree in Computer Science, Information Technology, Business Administration, or a related field.

Certifications:

- ITIL, PMP, or equivalent certifications are highly desirable.

Experience:

- Minimum of two years of experience in network services and provider management.

Required Skills:

- Exceptional negotiation skills for managing provider relationships and contracts
- Strong communication abilities, both written and verbal in English
- Advanced analytical skills for interpreting complex performance data
- Proven problem-solving capabilities in a network services environment
- In-depth knowledge of network technologies and infrastructure

Our offer

- 13th salary;
- Performance bonus;
- Christmas & Easter bonus;
- Seniority bonus;
- Flexible working time;
- Competitive salaries & benefits;
- Health & wellness (Life Assurance, Private Health and Dental Insurance, Sport activities, Canteen, 24/7 Helpline with Psychologists etc.);
- Different discounts (tires, glasses, medical, shopping, etc.);
- Relocation bonus for non-Timisoara Residents;
- Professional development opportunities (in Technical and Leadership Areas);
- International Work Environment & Traveling Opportunities.

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 2024, Continental generated sales of €39.7 billion and currently employs around 190,000 people in 55 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.