

# IT Service Specialist Quality & Sustainability

## Your tasks

Continental's digital capabilities are growing every day. Our Sales, Logistics and Finance Information Technology Competence Center is the digital backbone of our company's Tire business - and we want you to join us!

Using a wide range of different technologies, the Competence Center ensures Continental's Sales, Logistics and Finance organizations stay on the leading edge of all things digital. From managing service requests to developing the latest solutions and systems, we are the tech foundation of these organizations.

If you love to learn, grow and be on the forefront of creating modern technology tools, Continental is the perfect match for you.

### Main Tasks:

- You work as an IT partner and IT provider with the Continental Quality & Sustainability Team;
- You ensure close cooperation with divisions/regional hubs as well as with internal and external partners;
- You are responsible for handling of tickets, incidents and changes;
- You steer, plan and implement requested changes and extensions together with the business application manager / business key users;
- You control the budget for services and create order requisitions;
- You provide support for continuous optimization of individual applications, their strategies and architecture;
- You are actively involved in global IT and business projects;
- You assist in the development of global standards, strategies and concepts and their implementation.

## Your profile

### **Basic Qualifications:**

- Academic degree in Computer Science, Business Administration, Business Informatics, or related qualification;
- Experience in Quality & Sustainability processes is appreciated;
- Excellent communication and interpersonal skills;
- Proficient English language skills (spoken and written);
- Team player with willingness to work in a global team environment;
- Very good negotiation skills and ability to find workable solutions for all parties involved;
- Independent, structured, result and customer oriented working style.

### **Preferred Qualifications:**

- Multiple years of professional experience in IT service management or project environment;
- Knowledge or experience in service management, e.g. as a service or



Job ID  
**REF77954Q**

Field of work  
**Information Technology**

Location  
**Lousado**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Solution Center  
Portugal, Unipessoal, LDA.**

application owner;

- Previous experience in managing external service providers.

## **Our offer**

Our offer:

- Integration in a challenging and international work environment;
- Flexible and hybrid working model;
- Agile and collaborative working style;
- Continuous opportunities for the promotion of talent and training;
- Individual development planning based on your personal needs and targets (e. g. mentoring, trainings or global internal Software Academy);
- An international team across 3 locations in a globally active organization;
- Opportunity to make a difference.

We are committed to fostering a workplace where everyone feels safe, respected, and valued. All kind of applications are welcome.

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.