

# Provider Manager Workplace Client Service (Windows) (m/f/d) - REF78482V

## Your tasks

The Workplace Client Service Provider Manager (m/f/diverse) role within the Tires IT Infrastructure Organization, focusing on ensuring high-quality performance from service providers. This position involves managing relationships and contracts with external vendors, evaluating their performance, and ensuring services align with business needs. Expertise in Windows operating systems and Office 365 applications is crucial for this.

## Your tasks

- Manage and monitor the performance of service providers to ensure SLAs and KPIs are met
- Build and maintain strong relationships with external vendors to ensure effective collaboration
- Conduct regular performance reviews and audits of service providers
- Identify and implement opportunities for improvement in the services provided
- Coordinate and escalate issues and incidents involving service providers
- Collaborate with internal teams to ensure services meet business requirements
- Prepare and present reports on service provider performance to management
- Ensure the effective deployment and management of Windows operating systems and Microsoft 365 applications

## Your profile

- Academic degree in computer science or business administration
- Several years of experience in managing IT service providers, preferably in the Workplace Client Service area
- Experience in contract and SLA management
- Knowledge of ITIL or other IT service management frameworks is a plus
- Proficiency in Windows operating systems and Office 365 applications
- Fluent English language skills, both written and spoken
- Strong communication and negotiation skill
- Ability to analyze complex problems and develop effective solutions
- Ability to work collaboratively with cross-functional teams
- Excellent organizational and time management skills
- Strong customer service orientation

Applications from severely disabled people are welcome.



Job ID  
**REF78482V**

Field of work  
**Information Technology**

Location  
**Hannover**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Contact  
**Laura Schmidt**

Legal Entity  
**Continental Reifen Deutschland GmbH**

## Our offer

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 balance with additional benefits such as:

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

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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.