

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

## 工作职责

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

## 职位要求

- 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.



职位号码

**REF78482V**

工作职能  
信息技术

所在地

**Hannover**

领导力级别  
个人贡献者

工作场所灵活度  
混合式办公

招聘专员

**Laura Schmidt**

法律实体名称

**Continental Reifen Deutschland GmbH**

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