

## Provider Manager & BMC Helix Expert

### Your tasks

Tires IT is looking for an experienced Provider Manager & BMC Helix Expert to join our dynamic IT Service Management (ITSM) team. This role will involve working with a diverse group of professionals to develop, integrate, and maintain BMC Helix/Remedy solutions that meet our clients' unique needs. The ideal candidate will have a strong background in IT service management and a deep understanding of the BMC Remedy and BMC Helix platforms.

#### Main tasks:

- Collaborate with a dynamic ITSM team to handle incidents, work orders, changes, problems, and customer demands;
- Monitor and maintain the health and performance of the BMC Helix platform;
- Oversee system elements using Continental monitoring tools or by guiding BMC Support;
- Maintain and document all configurations, customizations, and developments, including REST API and other interfaces;
- Develop, adjust, and monitor data integration jobs like ETL jobs in Pentaho;
- Configure, monitor, and adjust Multi Cloud and Jitterbit integrations for internal and external partners;
- Lead review calls with our providers, tracking and escalating service-related topics.

### Your profile

- University degree in Computer Science, Information Technology, or related field;
- 2+ years of experience in BMC Helix Administration or related field;
- Strong knowledge of BMC Helix Cloud Components and on-premise installations;
- Experience with ETL applications, preferably Pentaho Kettle;
- Proficiency in REST API and writing queries;
- Excellent customer service and communication skills.

### Our offer

#### Our offer:

- Integration in a challenging and international work environment;
- Flexible 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);



Job ID

**REF78483M**

Location

**Lousado**

Leadership level

**Leading Self**

Job flexibility

**Hybrid Job**

Legal Entity

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

- An international team across 3 locations in a globally active organization;
- Opportunity to make a difference.

Ready to drive with Continental? Take the first step and fill in the online application.

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

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## **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.