

# ITSM Process Owner for Incident / Problem / Knowledge Management

## Responsabilități

Tires IT is looking for an experienced Process Owner for Incident / Problem / Knowledge Management to join our dynamic IT Service Management (ITSM) team. This role will involve working with a diverse group of professionals to implement and continuously improve our ITSM processes in a global environment.

### Main Tasks:

- Global process responsibility for Incident / Problem / Knowledge Management;
- Development of the process strategy and the process roadmap in coordination with the IT service management strategy;
- Creation and maintenance of the respective process documentation;
- Building and tracking governance and process KPIs;
- Management of internal and external service providers including budget planning;
- Independent implementation of global process implementation projects;
- Independent further development and implementation of process training.

## Cerințe

- University degree in Business Informatics, Computer Science or an Engineering field;
- +3 years of experience in the development, implementation and control of IT service management processes in a global environment;
- Basic requirement: ITIL Foundation certification; ITILV3 Expert certification (desirable);
- Excellent customer service and communication skills;
- Proficient English language skills (verbal and written);
- Ability to contribute to international teams and successfully complete international projects;
- Strategic and tactical skills (e.g. developing and improving a service strategy);
- Ability to promote the topic of IT service management and to present project results, processes and concepts at all management levels in a way that is appropriate for the target group;
- Experience in project management;
- Willingness to travel (up to 15%).

## Oferta noastră

Our offer:



Job ID  
**REF784940**

Domeniul de activitate  
**Lousado**

Nivelul de Leadership  
**Leading Self**

Flexibilitatea programului de lucru  
**Hybrid Job**

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

- 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);
- 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.

## **Despre noi**

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.