Global IT Team Lead Client Service

Descrição da função

The Global Team Lead Client Services (Windows and Mac) is responsible for leading a global team that provides comprehensive support and services for Windows, Mac and IOS environments in Tires IT Infrastructure. This role ensures the delivery of high-quality client services, drives continuous improvement, and aligns IT services with business needs.

Your tasks

- Lead and manage an international team of client service professionals supporting Windows, Mac and IOS environments.
- Develop and implement strategies to improve client service delivery and user satisfaction.
- Ensure the effective deployment, configuration, and management of Windows, Mac and IOS operating systems.
- Oversee the resolution of complex technical issues and escalations.
- Collaborate with other IT teams to ensure seamless integration and support of client services.
- Monitor and report on key performance indicators (KPIs) and service level agreements (SLAs) with external providers.
- Drive continuous improvement initiatives to enhance service quality and efficiency.
- Stay informed about the latest trends and technologies in Windows, Mac and IOS client services.

Requisitos

Your profile:

- Academic degree in Computer Science, Information Technology, or a related field.
- Experience managing client services teams, focusing on Windows, Mac and IOS environments.
- Knowledge about Microsoft Intune and Microsoft Deployment Toolkit.
- Leadership and team management skills.
- Strong problem-solving and analytical abilities.
- Proficiency in Windows, Mac and IOS operating systems and related technologies.
- Effective communication and interpersonal skills.
- Experience with IT service management frameworks (e.g., ITIL).
- Strong organizational and time management skills.

O que oferecemos

- 13th salary;
- Performance bonus;
- Christmas & Easter bonus;

Identificação da vaga
REF78555A

Área funcional
Information Technology

Local
Timişoara

Nível de liderança
Leading People

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
S.C. Continental Automotive Products S.R.L.

- Seniority bonus;
- Flexible working time;
- Competitive salaries & benefits;
- Health & wellness (Life Assurance, Private Health and Dental Insurance, Sport activities, Canteen, 24/7 Helpline with Psychologists etc.);
- Different discounts (tires, glasses, medical, shopping, etc.);
- Relocation bonus for non-Timisoara Residents;
- Professional development opportunities (in Technical and Leadership Areas);
- International Work Environment & Traveling Opportunities.

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

Quem somos

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.

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.