

# Provider Manager (m/d/d) Workplace Backend Services - REF79854M

## Descrição da função

The Workplace Backend Service Provider Manager 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 tools and applications used in Client Backend Infrastructure is crucial for this.

## Key Responsibilities

- 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 operations of Workplace Backend applications and services.

## Requisitos

- Academic degree in computer science or business administration
- Several years of experience in managing IT service providers, preferably in the Workplace Backend Service area.
- Strong communication and negotiation skills.
- Experience in contract and SLA management.
- Ability to analyze complex problems and develop effective solutions.
- Proficiency in Windows operating systems, Resource Directory, System Protection tools and Identity and Access Management.
- Ability to work collaboratively with cross-functional teams.
- Excellent organizational and time management skills.
- Strong customer service orientation
- Knowledge of ITIL or other IT service management frameworks is a plus.

Applications from severely handicapped people are welcome.

## O que oferecemos



Identificação da vaga  
**REF79854M**

Área funcional  
**Information Technology**

Local  
**Hannover**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

Contato  
**Torben Schilke**

Pessoa jurídica  
**Continental Reifen Deutschland GmbH**

Being part of a global IT team of thousands of colleagues working on various innovations and tasks, there is always an opportunity to grow and move into different directions within our corporation.

On top of that you can expect the following benefits:

- Individual development planning based on your personal needs and targets (e. g. mentoring, trainings or global internal Software Academy)
- Work from home up to 2 days a week (unless workshops etc. require physical presence)
- Option to work from other EU countries up to 40 days per year
- Agile and collaborative workstyle
- Opportunity to make a difference
- Employee discounts
- An international team across 4 locations in a globally active organization
- Company and tariff pension plan
- Health insurance
- Assistance with child-care
- Relocation package offered if needed
- Canteen on-site
- On-site physicians
- Sabbatical option

If this sounds like a perfect match for you and if you want to become the next supporter of our core values Trust For One Another, Passion to Win and Freedom to Act, we are looking forward receiving your application.

Network with our Recruiter [Torben Schilke](#).

[Diversity, Inclusion & Belonging](#) are important to us and make our company strong and successful. We offer equal opportunities to everyone - regardless of age, gender, nationality, cultural background, disability, religion, ideology or sexual orientation.

#Jobdrehscheibe

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## 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 preliminary 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.