Service Manager Process Automation Platforms

Your tasks

We are seeking an experienced and proactive **Service Manager for Robotic Process Automation (RPA)** to lead and manage our global RPA platforms. As part of our Digital Transformation journey, you will be responsible for the operational excellence, governance, and continuous improvement of RPA services across our global operations.

This role combines technical knowledge with service delivery excellence and stakeholder management. You will work closely with business units, developers, and IT functions to ensure a scalable, reliable, and secure automation ecosystem that delivers business value.

Key Responsibilities:

- Own and manage the end-to-end RPA service lifecycle for UIPath, Power Automate or similiar platforms.
- Act as the primary point of contact for all RPA service-related matters globally.
- Ensure platform availability, performance, scalability, and compliance with internal standards and external regulations.
- Establish and maintain service governance frameworks, including SLAs, KPIs, documentation, and quality controls.
- Collaborate with business stakeholders to understand automation needs and prioritize initiatives.
- Manage vendor relationships and licensing for RPA platforms.
- Coordinate incident, change, and problem management activities.
- Drive continuous improvement of automation infrastructure, delivery processes, and support models.
- Track and report service metrics and automation ROI to leadership.

Your profile

Required:

- Bachelor's or Master's degree in Computer Science, Information Systems, Engineering, or a related field.
- 2+ years of experience in IT service management, digital transformation, or automation services.
- Strong hands-on knowledge of **UIPath** , **Microsoft Power Automate or a similar RPA platform**, including deployment, administration, and licensing.
- Solid understanding of ITIL-based service management practices.
- Experience working in a global, matrixed, or industrial environment.
- Strong stakeholder communication and vendor management skills.
- Fluency in English (written and spoken).

Preferred:

- Certification in UIPath and/or Microsoft Power Platform.
- Familiarity with cloud-based automation infrastructure (e.g., Azure).

Job ID
REF80063P

Location
Otrokovice

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Barum s.r.o.

- Experience with governance and compliance frameworks (e.g., data protection, audit).
- Exposure to complementary technologies like Power BI, AI/ML, OCR, or Process Mining.

Our offer

- We are all about a cool team where everyone can shine with his skills and personality.
- We are a good bunch of IT people who like to spend time together outside the office. (https://www.welcometothejungle.com/cs/companies/continental-cesko)
- We support individual development based on needs with a wide range of training and education not only in the Czech Republic
- You can mix working from home or from our new offices.

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

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 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.