

Service Manager Low Code Platforms

Your tasks

We are seeking an experienced and strategic **Service Manager** to lead the administration, operation, and strategic development of our **Low Code platforms**, such as Mendix, KNIME or similar technologies. The ideal candidate will take end-to-end ownership of Low Code services—from platform operations to defining the governance and growth strategy for Low Code application development across the organization.

This role is a unique opportunity to shape the future of agile digital solution development, streamline business processes, and enable citizen development while ensuring enterprise-grade reliability and security.

Platform Administration & Operations

- Manage, maintain, and continuously improve the Low Code platforms (e.g., Mendix, KNIME).
- Ensure high availability, security, scalability, and performance of the platforms.
- Oversee technical support, upgrades, patching, and incident/problem management.
- Define and monitor platform KPIs and SLAs.

Service Ownership

- Build and operate a robust Low Code Application Service offering within the IT organization.
- Define and maintain service processes (e.g., onboarding, change management, support models).
- Act as the primary point of contact for platform-related inquiries and escalations.
- Manage service lifecycle, including budget planning, vendor coordination, and license management.

Strategy & Governance

- Support the development and implementation of a Low Code strategy together with our team and aligned with business and IT goals.
- Support governance models for Low Code development, including access control, app lifecycle, quality assurance, and compliance.
- Establish best practices and reusable frameworks to support scalable and maintainable app development.

Your profile

Must-Have:

- Bachelor's or Master's degree in Computer Science, Information Systems, or related field.



Job ID
REF80082H

Location
Otrokovice

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Barum s.r.o.

- 2+ years of experience in IT services or digital platforms, with experience in a Low Code platform environment.
- Experience in Cloud infrastructure (AWS and Kubernetes) .
- Hands-on experience with one or more Low Code platforms (e.g., Mendix, Appian, KNIME, OutSystems, Microsoft Power Platform).
- Strong understanding of IT service management (e.g., ITIL), platform architecture, DevOps, and cloud environments.
- Experience in stakeholder management and leading cross-functional teams.

Nice-to-Have:

- Certifications in Low Code platforms or service management (e.g., ITIL, Mendix Rapid Developer, Appian Certified Associate Developer).
- Familiarity with security and compliance standards (e.g., GDPR, ISO 27001).
- Experience with agile methodologies and digital transformation initiatives.

Key Competencies:

- Strategic and analytical thinking
- Strong communication and leadership skills
- Service-oriented mindset with a proactive approach
- Ability to balance technical depth with business context
- Passion for innovation and continuous improvement

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-ce-sko>)
- 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.

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