

# Service Manager Low Code Platforms

## 工作职责

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.

## 职位要求

### Must-Have:

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



职位号码

**REF80082H**

所在地

**Otrokovice**

领导力级别

个人贡献者

工作场所灵活度

现场办公

法律实体名称

**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

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