

Service Manager for Collaboration Services and AI Powered Solutions

담당 업무

Overview: The Service Manager for Collaboration is responsible for managing and optimizing the collaboration services. This role requires close collaboration with various departments to ensure that communication and collaboration solutions are used efficiently and effectively.

Main Responsibilities:

- Manage and maintain collaboration services tools (e.g., Microsoft CoPilot, MS-Search, Slido)
- Ensure the availability and performance of the service through proactive monitoring and maintenance
- Manage projects related to collaboration services, including AI-Based powered solutions such as MS Copilot
- Collaborate with internal teams to ensure effective coordination and timely resolution of issues
- Collaborate with business process owners to understand requirements and provide solutions
- Develop and execute service strategies to enhance customer experience and meet service objectives
- Assist in the development and implementation of security policies and procedures for collaboration systems
- Train and support end-users in using the systems
- Manage projects related to messaging and collaboration services, including planning, execution, and follow-up
- Ensure service and process quality based on ITSM governance rules and standards
- Monitor service metrics, analyze customer feedback, and implement improvements
- Oversee the service catalog and knowledge management processes

지원자 프로필

- A degree in Computer Science, Information Technology, or a comparable qualification
- Several years of experience in managing collaboration services, preferably in a large corporate environment
- In-depth knowledge of Microsoft 365, and other relevant technologies
- Familiarity with change management practices, ITIL principles and Agile methodologies.
- Experience in performing system upgrades and migrations
- Excellent organization skills, with the ability to prioritize and manage multiple tasks.
- Knowledge of implementing and managing security policies for IT



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systems

- Strong problem-solving abilities and resilience in high-pressure situations
- Excellent communication and teamwork skills
- Fluent in English (knowledge of German is a plus)
- Project management experience is an advantage

처우 조건

The Service Manager will play an important role in optimizing our collaboration services, ensuring seamless communication and productivity across the organization.

The Service Manager leads initiatives to improve service quality, drive user adoption, and leverage the full potential of M365 tools to support our business objectives.

This role requires a proactive approach and the ability to handle both technical and organizational challenges.

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기업 소개

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 2023, Continental generated sales of €41.4 billion and currently employs around 200,000 people in 56 countries and markets.

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