

# IT Consultant for Infrastructure APS Service Integration and Management -TM

## Náplň práce

IT Consultant for Infrastructure APS Service Integration and Management is the counterpart of the service owners within the Infrastructure Agnostic Platforms & Solutions organization and has the following tasks:

- Ensuring that the current and future service requirements of customers or customer representatives are identified, understood and documented in the Service Level Agreement
- Negotiating and agreeing levels of service to be delivered with the customer or customer representatives and formally documenting these levels of service in SLAs
- Ensuring that service reports are produced for the supported services and that breaches of SLA targets are monitored, investigated and actions taken to prevent their recurrence
- Ensuring that service performance reviews are scheduled, carried out with customers regularly and are documented with agreed actions progressed
- Reviewing the service scope, SLAs, and other agreements on a regular basis, ideally at least annually
- Identifying all key stakeholders and customers for supported services
- Developing relationships and communication with stakeholders, customers and key users - defining and agreeing complaints and their recording, management, escalation, where necessary, and resolution
- Provider sourcing: responsible of driving the process of sourcing for external providers while maintaining a close collaboration with the internal service owner to properly identify and address the internal support needs. Reviewing service contracts and addendums and managing the lifecycle of the contracts.
- Provider onboarding: responsible of the onboarding (and offboarding) process of the external providers, aiming for a successful integration starting from accounts and access privileges to internal process onboarding and adherence.
- Provider steering: responsible of service delivery regarding problem solving and continual service improvement, lead service review meetings by measuring the service specific KPIs.
- Provider controlling: responsible of tracking and fulfillment of the monthly invoices reflecting the delivered services.



ID pozície  
**REF85377P**

Pracovná oblasť  
**Inform. technológie**

Miesto práce  
**Timișoara**

Úroveň vedenia ľudí  
**Leading Self**

Flexibilita  
**Hybrid Job**

Právnická osoba  
**Continental Automotive Romania SRL**

- Active participation in Global IT projects with various roles, as autonomous workstream leader, project team member or external provider steering.

## **Profil kandidáta**

University Degree in Computer Science, Business Administration, Business Informatics or similar educational background.

IT Service Management skills and ITIL knowledge required.

At least 2 years of work experience in IT Service Management.

Proven experience working with Excel, PowerBi, SharePoint on an Intermediate level.

Basic knowledge in IT Project Management.

Technical knowledge about or work experience within Web Content Management & Analytics technologies, fluent in English (written and spoken) - German is a plus.

Very good negotiation skills and ability to find workable solutions for all stakeholders; excellent communication and moderation skills.

Structured, result and customer-oriented workstyle and motivation to work in a team.

## **Čo ponúkame**

What we offer:

Pay for Performance:

- Achievement Bonuses and Rewards;
- Relocation Bonus for non-Timisoara Residents;
- Recommendation Bonuses for new team members;
- Flexibility Program including flexible hours, mobile work and sabbaticals.

Wellbeing:

- Health & Wellness (Private Health Insurance, Life Insurance, Sport activities etc.);
- Different discounts (glasses, tires, medical, shopping);
- In-house restaurant & coffee corners.

Life-Long Learning:

- Technical, Soft Skills & Leadership trainings;
- Dedicated Programs and Conferences;
- Free Language Courses (English, German, French etc);
- Access to e-learning platforms;
- Career development opportunities (local and international);
- Internal development communities (Experts, Agile Community of Practice, Artificial Intelligence etc).

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