

ITSM and BMC Helix Expert (m/f/d)

Descrição da função

Join our dynamic team at OESL, where we are dedicated to innovation and excellence in IT services. Are you passionate about IT frameworks and strategic vision in IT? If so, we have an exciting opportunity for you!

Key Responsibilities:

OESL is looking for an experienced ITSM & BMC Helix Expert to join our dynamic IT Framework & Strategy team. This role will involve working with a diverse group of professionals to develop, integrate, and maintain BMC Helix/Remedy solutions that meet our clients' unique needs. The ideal candidate will have a strong background in IT service management and a deep understanding of the BMC Remedy and BMC Helix platforms.

Main tasks:

- Collaborate with a dynamic ITSM team to handle incidents, work orders, changes, problems, and customer demands;
- Monitor and maintain the health and performance of the BMC Helix platform;
- Oversee system elements using Continental monitoring tools or by guiding BMC Support;
- Maintain and document all configurations, customizations, and developments, including REST API and other interfaces;
- Develop, adjust, and monitor data integration jobs like ETL jobs;
- Configure, monitor, and adjust Multi Cloud and Jitterbit integrations for internal and external partners;
- Lead review calls with our providers, tracking and escalating service-related topics.

Requisitos

- ITIL qualification
- 2+ years of experience in BMC Helix Administration or related field;
- Strong knowledge of BMC Helix Cloud Components preferred
- Knowledge in BMC discovery/CMDB desirable
- IAM expertise desirable
- Willingness to learn internal toolset
- Experience with ETL applications
- Proficiency in REST API and writing queries;
- Excellent customer service and communication skills.
- Fluent in English
- Exposure to international work content in previous roles

Applications from severely handicapped people are welcome.



Identificação da vaga
REF86272N

Área funcional
Information Technology

Local
Proto

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
ContiTech Vibration Control GmbH

O que oferecemos

What we offer:

- **Compensation package:** 14th salaries plus performance bonus
- **Lunch Allowance:** in line with local regulation
- **Flexibility** - Flexible schedule, hybrid work.
- **Home-Office** - Employees received 1,00€ net for each Home-Office day, paid monthly.
- **Work Abroad** - Possibility to work abroad within the EU for 20+20 days per year (two different countries).
- **Vacation days** - 22 days per year + 3 extra days the following year (considering absenteeism). Seniority days added starting from 3 years in the company.
- **Referral Bonus** - A bonus of 500€ or 750€ (depending on the seniority of the candidate) is paid for each referral.

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

Quem somos

About OESL

Original Equipment Solutions (OESL) is emerging as a stand-alone global leader in the automotive sector, with over 17,000 employees and €2 billion in annual sales. Operating in 15 countries across 35 locations, including technology centers, OESL will build on Continental's rich legacy to deliver high-quality parts to major OEMs and commercial vehicle customers worldwide.

About OESL IT

OESL IT is at the forefront of our transformation, being built from the ground up to be agile, forward-thinking, and strategic. As we shape the future of OESL, our IT team will play a pivotal role as a **strategic advisory partner**, driving digital capabilities and enabling business success across the organization.

Why Join OESL IT?

- **Greater Impact:** Take part in shaping the future of a newly formed, dynamic IT organization, with the opportunity to bring ideas to life and reap significant professional rewards.
- **Growth and Innovation:** Work in a fast-moving, cloud-based infrastructure and application environment that encourages innovation and offers opportunities for continuous growth and expanding your skill set.
- **Creative Space:** Experience the entrepreneurial spirit of a **start-up culture** within a global organization, enjoying both the creative freedom and the responsibility needed to thrive in modern working environments.
- **Tight-Knit Team:** Join a highly collaborative team where individuals

have the power to shape their work, make meaningful contributions,
and drive collective success.