

Situation Management and Emergency Management Process

Owner - CTBC

Descrição da função

The Situation Management and Emergency Management (EM) Process Owner is responsible for designing and implementing the Situation Management process for ContiTech and operating the Emergency Management process, including tool ownership and annual preparation cycles. The Process Owner works cross-functionally with Service Owners, the Service Desk, and other key stakeholders to ensure the organization is prepared for and capable of managing major incidents and emergencies efficiently.

Key Responsibilities

- Design and implement the Situation Management process for ContiTech, defining clear roles, responsibilities, and workflows (execution will be handled by the Service Desk).
- Operate and maintain the Emergency Management process, including leading the annual Emergency Management preparation cycle in collaboration with service owners and relevant stakeholders.
- Own and manage the Emergency Management (EM) Preparation Tool, serving as the primary point of contact for all EM process and tool-related topics.
- Drive continuous improvement initiatives for both the Emergency Management process and its associated tools, incorporating feedback, lessons learned, and industry best practices.
- Coordinate and support the rollout and ongoing operations of the Emergency Management tool (CrEst) across ContiTech.
- Support internal and external audits related to Emergency Management, providing required documentation and evidence.
- Collaborate closely with the ITSM team, the Service Desk, and service owners to ensure end-to-end alignment and readiness in emergency situations.

Requisitos

Qualification:

Academic degree in Information Technology, Business Continuity, or a related field.

Optional: ITIL Foundation Certification or other ITSM framework

3+ years of experience in IT service/process management, business continuity, or emergency response planning. Proven experience in process design, implementation, and continuous improvement.

Strong project coordination and stakeholder engagement skills. Familiarity with ITIL and service management frameworks is a strong advantage.



Identificação da vaga
REF86893A

Área funcional
Information Technology

Local
Timișoara

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
ContiTech Thermopol Romania S.R.L.

Experience with tools related to incident or emergency management is a plus.

Strong communication and documentation skills in English. German language skills are a plus but not mandatory.

Advanced or expert knowledge in the areas of:

Tool Knowledge - Experience with emergency management or ITSM tools (e.g., BMC, CMDB, emergency notification or coordination tools).

Crisis & Emergency Management Principles - Familiarity with emergency preparedness, response planning, and recovery procedures.

Basic knowledge of:

IT Service Management Frameworks (understanding of ITIL especially Incident Management, Major Incident Management, and Continual Improvement).

Process Design & Governance - Knowledge of designing, documenting, and managing IT processes in complex environments.

Audit & Compliance - Understanding of IT audit requirements, controls, and documentation standards.

Communication & Coordination - Strong stakeholder communication and coordination skills, especially in high-pressure situations.

Global IT Environments - Awareness of working in large, distributed organizations with multiple locations and time zones.

Continuous Improvement - Knowledge of methods for process analysis, feedback loops, and iterative improvement.

O que oferecemos

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