

# Provider Manager & BMC Helix Expert

## Tus actividades

Tires IT is looking for an experienced Provider Manager & BMC Helix Expert to join our dynamic IT Service Management (ITSM) 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 in Pentaho.
- Configure, monitor, and adjust Multicloud and Jitterbit integrations for internal and external partners.
- Lead review calls with our providers, tracking and escalating service-related topics.

## Tu perfil

- 2+ years of experience in BMC Helix Administration or related field is a must.
- Strong knowledge of BMC Helix Cloud Components and on-premise installations.
- Experience with ETL applications, preferably Pentaho Kettle.
- Proficiency in REST API and writing queries.
- Excellent customer service and communication skills.
- English language skills (min. B2).

## Lo que ofrecemos

- 13th salary
- Performance bonus
- Christmas & Easter bonus
- Seniority bonus
- Flexible working time;
- Home office;
- Competitive salaries & benefits;
- Health & wellness (Life Assurance, Private Health and Dental Insurance, Sport activities, Canteen, 24/7 Helpline with Psychologists



Job ID

**REF88052T**

Área de trabajo

**Tecnologías de la Información**

Ubicación

**Timișoara**

Nivel de liderazgo

**Autoliderazgo**

Flexibilidad laboral

**Trabajo Híbrido**

Unidad jurídica

**S.C. Continental Automotive  
Products S.R.L.**

etc.);

- Different discounts (tires, glasses, medical, shopping, etc.)
- Relocation bonus for non-Timisoara Residents
- Professional development opportunities (in Technical and Leadership Areas);
- International Work Environment & Traveling Opportunities.

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

## **Acerca de nosotros**

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 2024, Continental generated sales of €39.7 billion and currently employs around 190,000 people in 55 countries and markets.

With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.