

ITSM Process Owner for Service Catalogue Management - Tires

Responsabilități

Tires IT is looking for an experienced Process Owner for Service Catalogue Management to join our dynamic IT Service Management (ITSM) team. This role will involve working with a diverse group of professionals to implement and continuously improve our ITSM processes in a global environment.

Main Tasks:

- Global process responsibility for Service Catalogue Management;
- Development of the process strategy and the process roadmap in coordination with the IT service management strategy;
- Creation and maintenance of the respective process documentation;
- Building and tracking governance and process KPIs;
- Management of internal and external service providers, including budget planning;
- Independent implementation of global process implementation projects;
- Independent further development and implementation of process training.

Cerințe

- University degree in Business Informatics, Computer Science or an Engineering field;
- +3 years of experience in the development, implementation and control of IT service management processes in a global environment;
- Basic requirement: ITIL Foundation certification; ITILV3 Expert certification (desirable);
- Excellent customer service and communication skills;
- Proficient English language skills (verbal and written);
- Ability to contribute to international teams and successfully complete international projects;
- Strategic and tactical skills (e.g. developing and improving a service strategy);
- Ability to promote the topic of IT service management and to present project results, processes and concepts at all management levels in a way that is appropriate for the target group;
- Experience in project management;
- Willingness to travel (up to 15%).

Oferta noastră

- 13th salary
- Performance bonus
- Christmas & Easter bonus
- Seniority bonus
- Flexible working time;



Job ID
REF88055M

ID poziție
Tehnologia Informației

Domeniul de activitate
Timișoara

Nivelul de Leadership
Leading Self

Flexibilitatea programului de lucru
Hybrid Job

Persoană juridică
S.C. Continental Automotive Products S.R.L.

- Home office;
- Competitive salaries & benefits;
- Health & wellness (Life Assurance, Private Health and Dental Insurance, Sport activities, Canteen, 24/7 Helpline with Psychologists 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.

Despre noi

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.