

Digital Solutions Analyst - Junior

Descrição da função

Continental's Digital Solutions bring intelligent truck tires to life, connecting technology and people to deliver smarter, safer, and more efficient mobility for fleets.

You will:

- Create and maintain customer profiles and user access accounts in ContiConnect.
- Monitor active customers using usage reports, identifying basic engagement gaps and reporting findings to the team.
- Support tracking of activation progress and system functionality following defined processes.
- Execute installations and technical support activities following defined standards and guidance.
- Assist in equipment positioning, cable routing, and basic troubleshooting during installations in vehicles, garages, and Truck Centers.
- Handle first-level technical support and escalate complex or non-standard issues when needed.
- Support warranty reports based on product analysis and claims.
- Prepare visit reports, dashboards, and monthly fee monitoring reports.
- Ensure accurate data updates and proper documentation of activities.
- Collect basic market and competitor information to support internal teams.
- Deliver theoretical and practical training sessions to fleets, dealers, and internal teams upon sales team request.
- Support customers and internal teams with usage instructions and best practices.

Requisitos

- Technical course or Bachelor's degree in Engineering, Business, or related field
- Basic understanding of vehicle electrical and electronic systems
- Knowledge of tire identification, DOT, CPK, and scrap analysis



Identificação da vaga
REF88732M

Local
Jundiaí

Nível de liderança
Leading People

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
Continental do Brasil Produtos Automotivos Ltda.

(preferred)

- Proficiency in Microsoft Office and intermediate computer skills
- English
- Hands-on profile: comfortable being in the field, running trainings, and supporting customer implementations directly.
- Strong hands-on profile with high autonomy in the field and with customers
- Basic understanding of vehicle electrical and electronic systems
- Organized and methodical approach to problem-solving
- Proficiency in Microsoft Office and intermediate computer skills

O que oferecemos

- Geographic Scope: Brazil (national)
- Travel: Availability to travel around 50% of the time (nationally)
- Languages: Advanced English is mandatory (daily interaction with international colleagues)

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

Quem somos

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 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.