

IT Service Operations Engineer BA OESL

Your tasks

We are looking for an **IT Service Operations Engineer** for our **OESL Data Center & Cloud team**.

This role is responsible for overseeing the performance of partner organizations, managing IT service processes, supporting the implementation of new system projects and aligning with business and technology strategies.

Key Responsibilities:

- **Service Management**
Implement ITSM processes, enforce governance policies, manage service lifecycle, SLAs, and service catalogs in Data Center team
- **Project Coordination / Lead** and support internal team system implementations and changes.
- **Partner Management**
Oversee our external partners performance, SLAs, and incident/change/problem processes. Drive automation, cost optimization, and corrective actions with service owners.

Your profile

- Bachelor's degree in Computer Science, Information Technology, or related field
- Minimum 3-5 years of experience in IT
- Solid understanding of ITSM frameworks
- Familiarity with IT governance and service lifecycle management.
- Experience in managing external IT service providers.
- Strong analytical, communication, and reporting skills.
- Project management experience is an advantage.

Our offer

What we offer?

- **Compensation package** - 14th salaries plus performance bonus
- **Lunch Allowance** - in line with local regulation
- **Flexibility** - Flexible schedule, hybrid work.



Job ID

REF88985Y

Location

Leça do Balio

Leadership level

Leading Self

Job flexibility

Onsite Job

Legal Entity

OESL Automotive Services Lda

- **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.

About us

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.
- **Good to know:** Our IT hubs are located in Germany (Hanover), Romania (Timișoara) and Portugal (Porto) and you will have the opportunity to work in one of the a.m. legal entities