

IT Service Owner Teamcenter PDM System Tires (m/f/diverse) - REF893030

Jūsų užduotys

We are seeking a highly skilled and experienced IT Service Owner for our Product Specification System Tires based on Teamcenter Platform (Siemens) to join our R&D IT team in Hannover, Germany. In this role, you will be responsible for ensuring high-quality service operations and development in alignment with ITSM standards and defined SLAs. You lead the activities of a global R&D IT service team consisting of internal and external members, managing day-to-day operations, support, maintenance, and continuous software development/customization of the service. This role includes steering infrastructure providers in the data center, supporting project initiatives, and driving operational excellence with a focus on optimal total cost of ownership.

IT Management & Leadership

- Coordinate global service activities to ensure seamless delivery.
- Control and manage the quality and efficiency of IT service delivery.
- Handle escalation processes with R&D IT and R&D Management.
- Foster skill and knowledge development within the service team.
- Oversee service infrastructure and ensure its reliability and scalability.

Application Development

- Analyze, design, and implement new customer requirements.
- Collaborate with stakeholders to translate business needs into technical solutions.

IT Operations & Governance

- Manage core ITSM processes including:
 - Incident Management
 - Problem Management
 - Change Management
 - Release Management
- Oversee software development activities related to the service.
- Ensure IT security and compliance with internal and external standards.

Application Operations & Support

- Analyze and resolve service-related incidents.
- Conduct root cause analysis for recurring issues.
- Develop mid- and long-term solutions to improve system stability and performance.

Quality & Standards

- Apply and evolve best practices in design, coding, testing, and documentation.



Darbo ID
REF893030

Darbo sritis
Informacinės technologijos

Vieta
Hannover

Lyderystės lygis
Leading Self

Darbo laiko lankstumas
Hybrid Job

Kontaktinis asmuo
Nele Fleischmann

Juridinis asmuo
Continental Reifen Deutschland GmbH

- Ensure high-quality deliverables aligned with enterprise standards.

Reikalavimai

- Bachelor's degree in Computer Science, Information Technology, Engineering or a related field
- Profound experience with Teamcenter customization is mandatory
- Minimum of 8 years of experience in application operations and sw development (JAVA, C/C++)
- Excellent project management and stakeholder management skills, including experience with methods such as SCRUM, KANBAN and Waterfall
- Strong knowledge of ITIL framework and IT service management best practices
- Proven experience in service delivery and continuous improvement
- Advanced problem-solving and analytical abilities
- Strong communication skills, both written and verbal
- Ability to work effectively in a fast-paced, dynamic environment
- Ability to work in international, hybrid teams with international customers
- Fluency in English (spoken and written)

Applications from severely handicapped people are welcome.

Mes siūlome

We offer the following benefits:

- Potential to an out of Tarif salary contract
- 30 day of paid vacation per year
- Attractive career development opportunities
- We offer balanced working conditions by doing mobile work, working part-time, flexible working time as well as Sabbatical options
- Cross-Border mobile work options up to 40 days per year from other EU countries
- Company Pension plan
- Attractive employee benefits with discounts
- Diverse offers that support a better “work-family” balance (e.g. company childcare places and free emergency care for your children)
- Discounted offer for accessing sport facilities across Germany
- A highly diverse environment across our location
- A new canteen on site with a variety of lunch options

If this sounds like a perfect match for you and if you want to become the next supporter of our core values: **Trust, for one another, passion to win and freedom to act** - we are looking forward to receiving your application.

[Diversity, Inclusion & Belonging](#) are important to us and make our company strong and successful. We offer equal opportunities to everyone - regardless of age, gender, nationality, cultural background, disability, religion, ideology or sexual orientation.

#Jobdrehscheibe

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

Apie mus

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.