

# Service Owner and Agile Coach

## Your tasks

Continental's Data & Customer Solutions Competence Center develops innovative digital products that support both our customers and internal teams, and we'd love for you to be part of it!

Our Digital Solutions IT team is searching for a talented Service Owner to oversee and enhance our Conti Connect Service.

As a **Service Owner**: you will lead the strategy, performance, and full lifecycle of the ContiConnect Service. You will ensure stable operations, manage service provisioning, handle incidents and problems, and drive continuous service improvements aligned with Continental's quality and user experience standards. You'll work closely with business stakeholders, support teams, and development teams to ensure high reliability and customer satisfaction.

In addition, as an **Agile Coach**: you will support teams in applying agile principles, fostering transparency, continuous improvement, and effective collaboration. You will guide agile practices, support ceremonies when needed, and help align service operations with development workflows.

### Key responsibilities:

- Act as the main contact for all operational service activities across the organization;
- Oversee service delivery, improvement, and development for assigned customers in line with service agreements;
- Maintain and update service setup to meet compliance, governance, and risk management standards;
- Ensure data protection and cybersecurity compliance across all service processes;
- Manage incidents, problems, and change requests through the service desk, ensuring timely and accurate resolution;
- Collaborate with application owners, technical leads, developers, product managers, and key users to ensure alignment and excellent service quality;
- Provide regular service performance reports to management;
- Serve as the primary escalation point for all service-related issues;
- Mentor IT colleagues to promote best practices in service management;
- Support teams in applying agile principles to improve collaboration and delivery flow;
- Facilitate essential agile ceremonies when needed to enhance team alignment;
- Promote continuous improvement and an agile mindset across the team.

## Your profile



Job ID  
**REF91161I**

Field of work  
**Information Technology**

Location  
**Lousado**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Solution Center  
Portugal, Unipessoal, LDA.**

- University degree in Computer Science, Software Engineering, or other related field;
- + 3 years of experience in IT Service Management (incident, problem, change, service delivery);
- Strong knowledge of ITIL and ITSM tools (ServiceNow, JIRA);
- Familiar with compliance, governance, risk management, and cybersecurity standards;
- Able to monitor KPIs and deliver clear service performance reports;
- Experience working in Agile/Scrum environments with distributed teams;
- Hands on experience with backlog management, user stories, and acceptance criteria;
- Skilled in facilitating Scrum ceremonies (planning, daily stand ups, reviews, retrospectives);
- Strong communication, coordination, and organizational skills;
- Fast learner with the ability to propose practical solutions;
- Knowledge of JIRA, Confluence; basic understanding of Java/JavaScript is a plus;
- Fluent in English language.

## **Our offer**

Our offer:

- Integration in a challenging and international work environment;
- Flexible working model;
- Agile and collaborative working style;
- Continuous opportunities for the promotion of talent and training.

We are committed to fostering a workplace where everyone feels safe, respected, and valued. All kind of applications are welcome.

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

## **About us**

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 countries and markets.

Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2024, the Tires group sector generated sales of 13.9 billion euros. Continental's tire division employs more than 57,000 people worldwide and has 20 production and 16 development sites.