

# 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 primary IT Service Owner, serving 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 internal risk management standards;
- Ensure full adherence to data protection, cybersecurity, and IT compliance policies, embedding secure and robust practices into all service operations;
- Lead ITIL-based incident, problem, and change management processes, ensuring timely, accurate resolution and minimal service disruption through the service desk;
- 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 and support IT colleagues, promoting best practices in IT service management and strengthening operational maturity;
- Support software-development teams in applying agile principles to improve collaboration, development efficiency and delivery flow;
- Facilitate essential agile ceremonies for software-development teams to strengthen team alignment and ensure smooth coordination;
- Drive a culture of continuous improvement, promoting an agile mindset and identifying opportunities to enhance processes, tools,



Job ID  
**REF911611**

Field of work  
**Information Technology**

Location  
**Lousado**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

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

and service outcomes.

## Your profile

- University degree in Computer Science, Software Engineering, or other related field;
- +3 years of professional experience in IT Service Management, covering incident, problem, change, and software-service delivery processes in a structured IT environment;
- Strong understanding of ITIL practices and hands on experience with enterprise ITSM tools (ServiceNow, JIRA);
- Familiar with IT compliance, governance frameworks, risk management, and cybersecurity standards;
- Experience working with KPIs, reporting, and Agile/Scrum environments;
- Experience working in Agile/Scrum environments within software development teams, ideally within distributed or cross functional teams;
- Hands on experience with managing software-development backlog, user stories, and acceptance criteria;
- Proven ability to facilitate Scrum ceremonies for software development teams (planning, daily stand ups, reviews, retrospectives);
- Strong communication, coordination, and organizational skills, enabling strong collaboration across IT and business teams;
- Fast learner with the ability to propose practical solutions;
- Knowledge of JIRA, Confluence; basic understanding of Java/JavaScript is a plus;
- Fluency in English, both written and spoken.

## 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.