

Central Key User & Customer Experience Specialist

Your tasks

As a Central Key User & Customer Experience Specialist you will be responsible to operate the learning environment for internal and external customers. Moreover, you ensure trouble free operation with software and hardware. Following key responsibilities are coming with this role:

Central Key User (~50%):

- Overseeing the operation of all Digital Solutions related software (ContiConnect, Onsite-App, Driver App) and hardware solutions (CCU, Telematics Systems, Sensors)
- Conducting software testing and ensuring smooth deployment of new functionalities
- Incident Coordination according to the defined support concept as 2nd level support
- Develop and perform trainings/workshops
- Organize the roll out of new processes or changes in existing ones in the Digital Solutions community

Customer Experience Specialist (~50%):

- Collect and analyze feedback across hardware and software, report the results and create ideas for improvement
- Developing and maintaining training materials, including structure, format, and translations
- Creating technical manuals and ensuring availability of required documents for target countries
- Support the software and hardware experts in creating training materials
- Documentation of the processes of the operations & customer care area

Your profile

- Academic degree in Economics or a related field;
- >2 years of experience in Operations;
- Experience managing requirements & releases related with digital solutions;
- Experience with IT Service Management (desirable);
- Experience supporting IT systems (desirable);
- Strong stakeholder management and communications skills;
- Knowledge of Agile methodologies (Scrum / Kanban);
- Experience working in international environments (preferred);
- Proficient English language skills (written and spoken);
- Availability for international travelling (up to 10%).

Our offer



Job ID
REF91490Z

Field of work
Research and Development

Location
Lousado

Leadership level
Leading Self

Job flexibility
Hybrid Job

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

Our offer:

- Integration in a challenging and international work environment;
- Flexible working model;
- Agile and collaborative working style;
- Continuous opportunities for personal development and learning.

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 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.

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.