

# ITSM Specialist - CTBC

## Descrição da função

We are seeking a detail-oriented and analytical ITSM Specialist to join our team in Timisoara, Romania. As an ITSM Specialist, you will play a crucial role in optimizing our IT service management processes and ensuring efficient delivery of IT services across the organization.

- Implement and maintain ITIL-based processes and best practices
- Manage and optimize service management tools, such as BMC Helix
- Analyze IT service performance metrics and generate reports for continuous improvement
- Collaborate with cross-functional teams to identify and resolve IT service issues
- Develop and maintain documentation for ITSM processes and procedures
- Conduct regular audits of ITSM processes to ensure compliance and effectiveness
- Provide training and support to IT staff on ITSM tools and processes
- Participate in incident, problem, change, knowledge, and other process management activities
- Contribute to the development of service level agreements (SLAs) and key performance indicators (KPIs)
- Stay up-to-date with industry trends and emerging technologies in ITSM

## Requisitos

- Bachelor's degree in Information Technology, Computer Science, or a related field
- ITIL certification (preferably ITIL V3 Foundation or higher)
- 1-2 years of experience in IT Service Management concepts or practices
- Strong knowledge of ITIL framework and IT service management best practices
- Experience with process improvement methodologies and implementation
- Familiarity with ITSM process implementation and optimization, including one or more non-ITIL frameworks
- Strong data analysis and reporting capabilities
- Proficiency in service management tools such as BMC Helix
- High level of analytical, critical-thinking, and problem-solving skills
- Effective communication skills, both written and verbal, oriented to Process and Project Management, Procedures, and Collaboration
- Basic familiarity in one or more technical IT operations and support areas, e.g. networks, servers, workplace, applications, IT audit, cybersecurity, etc.
- User level expertise with software/hardware capabilities for utilization of networks and data



Identificação da vaga

**REF92117M**

Local

**Timișoara**

Nível de liderança

**Leading Self**

Modalidade de trabalho

**Hybrid Job**

Pessoa jurídica

**ContiTech Thermopol Romania S.R.L.**

## O que oferecemos

### What We Offer:

- **The 13th salary** - Paid once a year, in December;
- **Meal tickets** - With a value of 40 Ron;
- **Hybrid schedule** - Work-life balance is important, so we offer a flexible schedule. Please agree on this with your superior;
- **Private Health Insurance** - Health is the most important, so we offer you a medical subscription through Signal Iduna;
- **Referral bonuses** - We encourage colleagues to refer new candidates to us and, at the same time, to get the chance to receive a bonus;
- **Bookster** - Feed your body and your mind. You can borrow books and you'll receive them at the office;
- **Sports benefits** - It's important to stay active, so we offer you the 7Card;
- **Discounts at our partners** - We collaborate with different vendors, and we receive discounts for various products/ services like rubbers, restaurants, kindergartens, etc;
- **System for Rewarding Improvement Ideas** - We have an internal improvement program (Continental Idea Management) that gives you the opportunity to come up with ideas and to be honored with an attractive bonus (this is established by the CIM team according to your improvement idea);
- **Happy days** - If you or your child is getting married, or you become a parent, you receive some extra free days;
- **Life events celebration** - If your family is growing, we praise your newborn with a bonus;
- **Unfortunate events** - In case of unhappy events in your life, we support you by offering you free days and financial support (handled on a case-by-case basis);
- **Extra vacation days** - You begin with 22 vacation days/year, and starting with the 3rd year with us, we offer you 1 more day of vacation and, afterward from 2 to 2 years you'll get one more extra day (the maximum you can achieve is 27);
- **Transport from the Timisoara area** - You can choose to come with the bus provided by the company if you'll work from the plant location/office;
- **Professional development** - Many opportunities to develop yourself within the company;
- **Diversity and multicultural mindset** - We encourage you to join us no matter who, where, or what you are. We have colleagues from different nations and a variety of languages are spoken in our company.

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

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## Quem somos

ContiTech AG is a German company that develops and manufactures technical elastomer products, rubber and plastic functional parts, components, and systems for machine and plant engineering, mining,

and other industries. The company was founded in 1991 and is headquartered in Hanover, Germany. ContiTech develops, manufactures and markets products, systems and intelligent components made of rubber, plastic, metal and fabric. The company develops and manufactures cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries.