

# ITSM Process Owner for Change Management

## Descrição da função

Tires IT is looking for an experienced Process Owner for Change Management to join our dynamic IT Service Management (ITSM) team. This role will involve working with a diverse group of professionals to implement and continuously improve our ITSM processes in a global environment.

### Main Tasks:

- Global process responsibility for Change Management;
- Development of the process strategy and the process roadmap in coordination with the IT service management strategy;
- Creation and maintenance of the respective process documentation;
- Building and tracking governance and process KPIs;
- Management of internal and external service providers including budget planning;
- Independent implementation of global process implementation projects;
- Independent further development and implementation of process training.

## Requisitos

- University degree in Business Informatics, Computer Science or an Engineering field;
- +3 years of experience in the development, implementation and control of IT service management processes in a global environment;
- Basic requirement: ITIL Foundation certification; ITILV3 Expert certification (desirable);
- Excellent customer service and communication skills;
- Proficient English language skills (verbal and written);
- Ability to contribute to international teams and successfully complete international projects;
- Strategic and tactical skills (e.g. developing and improving a service strategy);
- Ability to promote the topic of IT service management and to present project results, processes and concepts at all management levels in a way that is appropriate for the target group;
- Experience in project management;
- Willingness to travel (up to 15%).

## O que oferecemos

Our offer:

- Integration in a challenging and international work environment;
- Flexible working model;
- Agile and collaborative working style;



Identificação da vaga  
**REF92177V**

Área funcional  
**Information Technology**

Local  
**Lousado**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

Pessoa jurídica  
**Continental Solution Center  
Portugal, Unipessoal, LDA.**

- Continuous opportunities for the promotion of talent and training;
- Opportunity to make a difference.

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.

## **Quem somos**

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.