

# Service Owner and Software Developer

## 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'll drive the strategy, operations, and support of the ContiConnect Service across its full lifecycle. You'll ensure stable delivery, collaborate with users and development teams, and uphold company standards for quality and security.

Additionally, in your **Developer role**, you'll contribute to feature implementation, technical improvements, and automation to continuously enhance service performance.

### Key responsibilities:

- Act as the accountable IT Service Owner, serving as the primary contact for all operational service activities across the organization;
- Oversee service delivery, improvement, and development in line with service agreements;
- Maintain and optimize the technical service setup ensuring compliance with internal governance frameworks, and IT risk management standards;
- Ensure full adherence to data protection, cybersecurity, and privacy policies across all service processes;
- Lead and coordinate ITIL-based service operations, managing incidents, problems, and change requests through the service desk with timely resolution and minimal business disruption;
- Collaborate with application owners, technical leads, developers, product managers, and key users;
- Provide regular reports on service performance, metrics, and overall service health to IT leadership and stakeholders;
- Act as the main escalation point for service related issues;
- Mentor and guide colleagues on best practices in IT service management;
- Identify and drive continuous service and process improvements;
- Support integration of automation and technical enhancements to improve service efficiency;
- Coordinate with development and release management teams to ensure seamless rollout of new features and changes.

## Your profile

- University degree in Computer Science, Software Engineering, or other related field;
- + 3 years of professional experience in IT Service Management,



Job ID  
**REF93922X**

Field of work  
**Information Technology**

Location  
**Lousado**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

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

covering incident, problem, change, and software-service delivery processes in a structured IT environment;

- > 2 years of practical experience with Java and Spring Boot;
- 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.
- Hands on experience with Java and Spring Boot;
- Understanding of microservices architecture and RESTful APIs;
- Hands-on experience with SQL, Git, and CI/CD pipelines;
- Strong communication, coordination, and organizational skills enabling efficient stakeholder management and alignment across IT and business functions;
- Ability to quickly learn new products and propose creative solutions;
- Knowledge of JIRA, Confluence, and foundational programming concepts (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.

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.