

Service Owner and Software Developer

Descrição da função

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:

- Serve as the primary contact for all operational service activities across the organization;
- Oversee service delivery, improvement, and development in line with service agreements;
- Maintain service setup to meet compliance, governance, and risk management standards;
- Ensure data protection and cybersecurity compliance across all service processes;
- Manage incidents, problems, and change requests through the service desk with timely resolution;
- Collaborate with application owners, technical leads, developers, product managers, and key users;
- Provide regular reports on service performance, metrics, and overall service health;
- Act as the main escalation point for service related issues;
- Mentor colleagues on best practices in service management;
- Identify and drive continuous service and process improvements;
- Support integration of automation and technical enhancements to improve service efficiency;
- Coordinate with development teams to ensure smooth rollout of new features and changes.

Requisitos

- University degree in Computer Science, Software Engineering, or other related field;
- + 3 years of experience of experience in IT Service Management (service delivery, incident/problem/change management);



Identificação da vaga
REF93922X

Área funcional
Information Technology

Local
Lousado

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

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

- Strong understanding of ITIL and ITSM tools (e.g., ServiceNow, JIRA);
- Knowledge of compliance, governance, risk management, and cybersecurity basics;
- Experience working with KPIs, reporting, and Agile/Scrum environments.
- Hands on experience with Java and Spring Boot;
- Understanding of microservices architecture and RESTful APIs;
- Practical experience with SQL, Git, and CI/CD pipelines;
- Strong communication, coordination, and organizational skills;
- Ability to quickly learn new products and propose creative solutions;
- Knowledge of JIRA, Confluence, and basic programming concepts (Java/JavaScript is a plus);
- Fluent in English language.

O que oferecemos

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.

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.