

IT Engineer Customer Infrastructure

Responsabilități

1. Position Summary

The **IT Engineer Customer Infrastructure** serves as the **primary interface between Local IT teams and Central IT Infrastructure**, ensuring alignment, transparency, and the smooth execution of infrastructure related initiatives across all ContiTech locations. The role focuses heavily on **coordinating and participating in infrastructure projects**, driving local readiness, enabling technical execution, and ensuring adherence to global standards. In addition, the position provides expert support in Active Directory, server operations, and infrastructure management tools, with a foundational understanding of network technologies to support cross domain troubleshooting.

Additionally, the IT Engineer Customer Infrastructure is responsible for **regular reporting activities**, including preparation, consolidation, and communication of infrastructure metrics, migration status, compliance indicators, and operational performance, ensuring transparency toward both Local IT and central stakeholders.

2. Key Responsibilities

- Act as a key member of a **global infrastructure team**, collaborating across regions, time zones, and organizational units.
- Serve as the **primary interface** between Local IT teams and Central IT Infrastructure, ensuring alignment, clarity, and efficient information flow.
- Translate central infrastructure strategies, requirements, and technical standards into actionable steps for Local IT.
- Represent Local IT needs, constraints, and risks to central teams, ensuring they are considered in global planning and execution.
- Collect local constraints, risks, and dependencies and communicate them clearly to central teams.
- Support lifecycle management of servers and infrastructure services (updates, patching, decommissioning, compliance).

Project Coordination & Participation

- Coordinate and actively participate in infrastructure related projects, including migrations, tenant separation, server lifecycle activities, and platform transitions.
- Support project planning, readiness checks, execution monitoring, and post implementation validation.
- Ensure Local IT readiness and engagement for all project waves and milestones.
- Provide expert technical input during design, testing, and



Job ID
REF94189L

ID poziție
Tehnologia Informației

Domeniul de activitate
San Luis Potosí

Nivelul de Leadership
Leading Self

Flexibilitatea programului de lucru
Hybrid Job

Persoană juridică
ContiTech Mexicana, S. de R.L. de C.V.

implementation phases.

Infrastructure Compliance & Audits

- Execute and support **infrastructure and security audits** across sites, ensuring compliance with global standards and processes.
- Collaborate with Local IT and Central Infrastructure to remediate deviations and implement corrective actions.
- Maintain proper documentation for audit trails, exceptions, and technical validations.

Local IT Enablement & Knowledge Sharing

- Train and guide Local IT resources on infrastructure best practices, operational standards, and required tools.
- Share updates, technical changes, and global guidelines to ensure consistent execution across all sites.
- Promote a culture of operational excellence and continuous improvement.

Independent Work & Self Responsibility

- Operate with a **high degree of autonomy**, taking responsibility for assigned locations, topics, and deliverables.
- Proactively identify issues, drive solutions, and ensure follow through without requiring close supervision.
- Manage time, priorities, and cross team communication independently within a global matrix environment.

Communication and Collaboration

- Communicate technical topics clearly and confidently to both IT and non IT audiences, adapting language and depth based on stakeholder needs.
- Provide structured, concise, and proactive updates to Local IT, Central IT Infrastructure and Project Management
- Escalate risks, issues, and capacity constraints early, ensuring transparency and enabling timely decision making.
- Translate central infrastructure guidelines, standards, and architectural directives into clear operational actions for Local IT teams.
- Drive clarity in complex or ambiguous situations by asking the right questions, validating assumptions, and documenting decisions.

Collaboration

- Work as part of a **global infrastructure team**, collaborating with peers and experts across regions, disciplines, and functional areas.
- Build strong working relationships with Local IT teams worldwide, acting as their trusted contact for infrastructure related topics.
- Collaborate closely with Central IT Infrastructure on design, planning, testing, and implementation of new services or changes.
- Actively contribute to cross team initiatives, workshops, and task forces aimed at improving tools, processes, and operational standards.
- Foster a collaboration culture by sharing knowledge, best practices, and lessons learned across the wider organization.

Independence & Self Responsibility

- Work independently, managing tasks, priorities, and stakeholder interactions with minimal supervision.
- Take full ownership of assigned infrastructure topics, project responsibilities, and communication flows.
- Demonstrate strong self organization, reliability, and accountability in a dynamic and fast moving global environment.

Cerințe

Qualifications & Experience

- **Advanced knowledge of Active Directory**, including OU structure, GPOs, account lifecycle, and permissions.
- **Advanced understanding of Windows Server technologies**, including roles, services, patching, and lifecycle management.
- **Hands on expertise with infrastructure management tools** (Ivanti, QIP, CMI, endpoint management, configuration tools).
- **Basic understanding of network infrastructure**, including VLANs, routing concepts, wireless, firewalls, and site connectivity basics.
- Experience with **Project Management tools** (e.g., JIRA).
- Experience in ITSM tools & processes
- Familiarity with global ContiTech infrastructure and operational standards.
- Experience supporting large scale migrations, separation programs, or infrastructure transformations.

Oferta noastră

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Despre noi

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 2023, Continental generated sales of €41.4 billion and currently employs around 200,000 people in 56 countries and markets.

Guided by the vision of being the customer's first choice for material-driven solutions, the ContiTech group sector focuses on development competence and material expertise for products and systems made of rubber, plastics, metal, and fabrics. These can also be equipped with electronic components in order to optimize them functionally for

individual services. ContiTech's industrial growth areas are primarily in the areas of energy, agriculture, construction, and surfaces. In addition, ContiTech serves the automotive and transportation industries as well as rail transport.