

Senior IT Consultant Provider Strategy & Management - CTBC

Your tasks

IT Infrastructure Provider Strategy & Provider Manager acts as the primary interface between our organization and our third-party infrastructure providers ensuring that our organization receives high-quality infrastructure services at the best value in alignment with the IT Infrastructure leadership and service teams

- Act as the primary interface between our organization and a defined set of third-party service providers.
- Develop and maintain strong relationships with our service providers (networking and partnership)
- Define and execute provider sourcing strategy based internal service portfolios & scope (e.g. via workshops). Perform TCO and strategy fit assessment on sourcing models, e.g. multi/single vendor strategy, sourcing level, insourcing, outsourcing, outtasking, T&M, fixed service contract etc.
- Coordinate & drive sourcing activities, optimizations and projects (e.g. tenders and negotiations)
- Perform trendsouting on service provider landscape to advise team on the best fitting options for ContiTech IT
- Monitor provider performance and ensure compliance with KPIs, driving vendor service level improvements
- Manage escalations and ensure that service provider issues are resolved in a timely and effective manner
- Ensure that service provider activities are aligned with operational policies, standards, and procedures
- Define and maintain overview about contracts and partners in scope
- Provide regular reports to management on provider performance, issues, improvement activities, financial contract tracking, tracking of contracted scope and required documentation
- Define and steer process and approval flow for service provider scope changes (e.g. removal / addition of service)
- Advisory to the team on contract details, e.g. cancellation/prolongation terms, the contract management process, interface to Controlling, Purchasing and further commercial processes
- Cost, Forecast & Invoice tracking incl. establishing and maintaining a calendar for current and next contract year for important purchase order and contract renewals
 - Quality Check of contract, statement of work and tender documents. Occasionally create eCRs and shopping carts

Your profile

- 5+ years of related experience managing service providers
- Proven experience in IT, service provider management and with common operational models
- Experience in working with supplier performance management processes
- Proven experience with defining strategies and driving them into



Job ID
REF94853C

Field of work
Information Technology

Location
Timișoara

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
ContiTech Thermopol Romania S.R.L.

implementation

- Hands-On experience with M365 tools/dashboard skills
- Experience with commercial processes and guidelines , e.g. interfacing with Controlling, Purchasing, Accounting
- Understanding of IT infrastructure technologies and concepts, such as datacenter, storage, virtualization, networking, etc., as well as ability to identify technology trends
- Demonstrate high degree of drive, autonomy, self-organization, reliability, and accountability in a dynamic and fast moving global environment.
- Strong interpersonal skills, as moderation, communication, negotiation & intercultural sensitivity,
- Structured and analytical mindset
- Very solution and output oriented working style

Our offer

- **The 13-th 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 29);
- **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.

About us

Continental is a leading tire manufacturer and industry specialist that develops and produces sustainable, safe and convenient solutions for automotive manufacturers as well as industrial and end customers worldwide. 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.

ContiTech is one of the world's leading industry specialists. The Continental group sector offers its customers connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food sector and the furniture industry. With about 39,000 employees in more than 40 countries and sales of some 6.4 billion euros (2024), the global industrial partner is active with core branches in Asia, Europe and North and South America.