

# Local IT Support Associate

## Descrição da função

### Daily Reconciliation

- Provide support for IT related issues (Server, Desktop/Laptop and Network)

### Services Provisioning

Provide the IT services for IT Infrastructure, especially:

- Desktop Management (“DS”)
- Mail Service Management
- Server Management
- Local Area Network
- Engineering: Interface to Non-DE-Server and -Clients service provider
- Coordinate the procurement of Hardware and Software.
- Ensure the operation of the local data center and implement a contingency plan
- Administration and support of the network access.
- Control external provider in terms of contractually agreed-upon service level / performance standards
- Examination of offers submitted by IT service providers relative to the plant and in the context of operative planning
- Action to ensure the cooperation between IT service providers and local personnel in IT infrastructure projects

Consultancy of the management and the departments

- Advising of user departments / users in conjunction with the replacement of existing IT systems
- Advice on questions touching on data protection and data security
- Advising of users on matters related to emergency planning

### Documentation

- Prepare Asset Accountability for a new or replacement Laptop and other IT devices
- Prepare Work Instructions for new deployed application or any IT related process.

### Reporting

- Client Health Report
- Server Patches Report
- AD Computer Incompliance Report
- Clean and Update Asset Management Reports
- Repair and Maintenance Report
- New Hire IT Asset Deployment
- BMC Ticketing Report



Identificação da vaga  
**REF94927G**

Local  
**Taguig City**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

Pessoa jurídica  
**Continental Global Business  
Services Manila, Inc.**

## **Requisitos**

Knowledge about IT Service Management (ITSM) concepts and processes, ability to communicate IT subject matter to management and to visualize requirements within IT concepts, Experience in implementing IT projects, Familiar with Windows Server Management, Familiar with Windows, Microsoft Office, Desktop Management (SW Distribution, Remote Control, Asset Management, Service Desk set up and operations, Local Area Network set up and operations.

## **Education / Certification**

Information Technology or related degree or proved experience in the area.

Command of corporate language (English - Advanced speaking and written)

## **O que oferecemos**

- Hybrid work setup
- HMO upon hire
- Values-based culture
- Work-life balance
- Learning Opportunities

Ready to drive with Continental? Take the first step and fill in the online application.

## **Quem somos**

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers needs.