

Global IT Team Lead Workplace Services - CTBC

Your tasks

As Global IT Team Lead Workplace Services you will lead a team of professionals responsible for global workplace services. Reporting directly to the Head of Infrastructure, you will be accountable for the strategic direction, operational excellence, service harmonization, and continuous modernization of the global collaboration landscape. Your role is key in driving simplification, standardization, automation, and cost efficiency across all supported services while ensuring secure, stable, and business aligned operations worldwide.

- Lead, coach, and develop a global team of IT consultants and senior specialists across workplace services
- Own the strategic roadmap and oversee end to end service delivery for services in responsibility, ensuring alignment with enterprise strategy and stakeholder expectations.
- Drive service harmonization, standardization, and simplification across regions, reducing complexity and improving user experience.
- Ensure stable, secure, compliant, and cost efficient operation of all services in scope.
- Lead the transformation toward automated, scalable, and globally aligned service processes and architectures.
- Manage vendor and service provider relationships at a senior level, ensuring SLA fulfillment, governance adherence, and continuous improvement.
- Provide strategic direction for solution architecture across platforms, ensuring consistency with enterprise standards.
- Collaborate closely with business units, IT leadership, security, and architecture teams to translate business needs into globally scalable service designs.
- Drive continuous service optimization, cost transparency, license efficiency, and technology lifecycle management.
- Oversee incident, problem, and change management across all services, ensuring quality, continuity, and professional execution.
- Promote adoption of modern digital workplace tools and support change management activities across the organization.
- Monitor new capabilities and industry trends within the Microsoft ecosystem and broader productivity landscape and evaluate their strategic impact.

Your profile

- Extensive experience in workplace solutions, ideally within Microsoft ecosystem.
- Proven leadership experience managing global or distributed technical teams, with strong coaching and people development skills.
- Strong background in service ownership and operational management of enterprise collaboration applications.



Job ID
REF94983L

Field of work
Information Technology

Location
Timișoara

Leadership level
Leading People

Job flexibility
Hybrid Job

Legal Entity
ContiTech Thermopol Romania S.R.L.

- Solid understanding of solution and service architecture across workplace solutions
- Demonstrated ability to drive harmonization, standardization, and complexity reduction across global services.
- Strong vendor and provider management skills, including SLA steering and high-level technical and commercial discussions.
- Experience in workflow automation, cost optimization, cloud service governance, and lifecycle management.
- Excellent communication, senior stakeholder management, and strategic consulting capabilities.
- Analytical and strategic mindset with strong orientation toward efficiency, quality, security, and continuous improvement.
- University degree in Computer Science, Information Systems, or equivalent leadership experience in enterprise IT.

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.