

# Global IT Team Lead Workplace Services

## Descrição da função

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.

## Requisitos

- 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



Identificação da vaga  
**REF94994X**

Local  
**Taguig City**

Nível de liderança  
**Leading People**

Modalidade de trabalho  
**Hybrid Job**

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

management of enterprise collaboration applications.

- 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.

## O que oferecemos

- **Willingness to work in European time zone is required**

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## Quem somos

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.