

Senior IT Engineer Client Environment & Mobile Devices

Descrição da função

We are seeking an experienced and strategically minded Senior IT Consultant Client Environment & Mobile Devices. In this role, you will play a key part in shaping and delivering the strategic roadmap for our client and mobile infrastructure services. You will collaborate closely with external L2/L3 partners, internal stakeholders, and the team lead to modernize, standardize, and optimize our client landscape. The ideal candidate combines technical expertise, architectural skills, strong communication abilities, and a proven track record in project leadership, cost optimization, complexity reduction, and harmonization initiatives.



Identificação da vaga
REF95171B

Local
Taguig City

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
Continental Global Business Services Manila, Inc.

- Develop, maintain, and drive the strategic roadmap for client environment and mobile device services in close collaboration with the team lead.
- Lead and coordinate transformation, harmonization, and standardization projects, especially focusing on:
 - System management standardization towards Microsoft Intune
 - Client lifecycle automation and standardization with Windows Autopilot
 - Modernization of mobile device services with emphasis on Apple/iOS and JAMF
- Serve as a subject matter expert and architectural authority for client and mobile infrastructure topics.
- Oversee and guide external partners (L2/L3 operations), ensuring alignment with strategic objectives and SLAs.
- Act as Service Manager and/or Service Owner for assigned services, ensuring compliance, performance, and continuous improvement.
- Drive initiatives to reduce complexity, operational overhead, and total cost of ownership across the client environment.
- Lead or contribute significantly to large-scale projects and cross-functional initiatives.
- Ensure consistent execution of ITSM processes, including change, incident, and problem management.
- Analyze service performance, identify improvement opportunities, and implement sustainable solutions.
- Support software packaging, system management, and client platform teams in architecture decisions and implementation planning.
- Prepare and deliver technical and strategic communication tailored to diverse audiences (engineering teams, leadership, external partners).
- Mentor junior colleagues and contribute to building a strong, forward-looking team culture.

Requisitos

- Several years of professional experience in IT infrastructure, client engineering, or endpoint management with increasing responsibility.

- Expert knowledge in:
 - Mobile Device Management, especially Apple, iOS, JAMF
 - System management and software lifecycle, ideally including Intune, Landesk, and packaging standards
 - Client platform architecture across Windows, macOS, and VDI
- Knowledge of modern workplace concepts and endpoint security frameworks.
- Experience managing external service providers or vendor ecosystems.
- Proven experience in leading IT infrastructure projects and delivering cross-team results.
- Strong understanding of ITSM processes and hands-on experience as Service Owner or Service Manager.
- Demonstrated ability to drive cost optimization, standardization, harmonization, and complexity reduction initiatives.
- Excellent analytical skills and ability to translate complex technical topics into clear, audience appropriate messages.
- Strong communication skills and ability to support, guide, and challenge the team with expert-level insights.
- Strategic and holistic thinking combined with practical execution skills.
- High degree of ownership, self-organization, and problem solving capability.

O que oferecemos

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

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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.