

## ITSM Specialist

### Responsabilități

We are seeking a detail-oriented and analytical ITSM Specialist to join our team. As an ITSM Specialist, you will be responsible for maintaining and improving IT service management processes and applications, ensuring efficient and consistent delivery of IT services across the organization. He/she is a key player in the ITSM community, working closely with ITSM role holders to optimize processes, tools, and standards for high-quality service delivery.

#### Key Responsibilities

- Support the IT Service Management lifecycle in line with ITIL standards and ContiTech best practices.
- Maintain and support ITSM applications, ensuring their availability, reliability, and continuous enhancement.
- Act as the Primary Point of Contact (PPOC) for a designated Competence Center, addressing and supporting all ITSM-related topics and concerns.
- Coordinate and actively engage with the ContiTech ITSM Community, fostering collaboration and knowledge sharing.
- Support the usage, adoption, and continuous improvement of ITSM-related tools, such as service management platforms.
- Monitor process performance and compliance, and contribute to the development of reports and dashboards.
- Participate in audits, assessments, and process reviews to ensure process maturity and alignment with compliance requirements.
- Drive continuous improvement initiatives, including the identification and implementation of AI solutions for ITSM use cases.

### Cerințe

- Bachelor's degree in Information Technology, Computer Science, or a related field
- ITIL certification (preferably ITIL V3 Foundation or higher)
- 1-2 years of experience in IT Service Management concepts or practices
- Working knowledge with one major ITSM tool suite (e.g. ServiceNow, BMC Helix, HPSM, MS Service Manager)
- Strong knowledge of ITIL framework and IT service management best practices
- Experience with process improvement methodologies and implementation
- Familiarity with ITSM process implementation and optimization, including one or more non-ITIL frameworks
- Strong data analysis and reporting capabilities
- High level of analytical, critical-thinking, and problem-solving skills
- Effective communication skills, both written and verbal, oriented to Process and Project Management, Procedures, and Collaboration
- Basic familiarity in one or more technical IT operations and support



Job ID  
**REF96594T**

Domeniul de activitate  
**Taguig City**

Nivelul de Leadership  
**Leading Self**

Flexibilitatea programului de lucru  
**Hybrid Job**

Persoană juridică  
**Continental Global Business Services Manila, Inc.**

areas, e.g. networks, servers, workplace, applications, IT audit, cybersecurity, etc.

- User level expertise with software/hardware capabilities for utilization of networks and data
- Familiarity with automation and AI concepts in the ITSM context

## **Oferta noastră**

- 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.

## **Despre noi**

ContiTech AG is a German company that develops and manufactures technical elastomer products, rubber and plastic functional parts, components, and systems for machine and plant engineering, mining, and other industries. The company was founded in 1991 and is headquartered in Hanover, Germany. ContiTech develops, manufactures and markets products, systems and intelligent components made of rubber, plastic, metal and fabric. The company develops and manufactures cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries.