

# Senior ITSM Architect

## Descrição da função

The Senior ITSM Architect is responsible for designing, governing, and continuously evolving the IT Service Management architecture, processes, and toolchain across the ContiTech organization. This role leads the strategic direction of ITSM, ensuring alignment with industry frameworks, organizational objectives, and emerging technologies including AI.

As the most senior ITSM role within IT Strategy & Processes, this position owns ITSM process design and governance, drives the ITSM technology roadmap, manages all ITSM tools, and leads the ITSM community. The role also governs the IT Knowledge Management framework and provides advisory services to Competence Centers and Service Owners on service optimization and strategic initiatives.

## Key Responsibilities

- Design and govern the overall ITSM architecture, toolchain, and technology roadmap.
- Own ITSM process design and standards, ensuring alignment with ITIL and industry best practices.
- Manage and oversee all ITSM tools, including evaluation, selection, integration, and lifecycle management.
- Lead the ITSM community, coordinating with ITSM role holders (Service Owners, Process Owners, Process Managers).
- Govern the IT Knowledge Management framework, leveraging modern platforms and AI-assisted content curation.
- Consult with Competence Centers and Service Owners to evaluate service performance and recommend optimization measures.
- Support strategic initiatives such as provider consolidation, sourcing strategy, and other IT strategic directions.
- Define and oversee SLA/OLA frameworks to ensure consistent service delivery quality.
- Leverage AI for ITSM tool selection, process optimization, and knowledge management.

## Requisitos

- Academic degree in Information Technology, Computer Science, Business Management, or related field
- ITIL Expert or Managing Professional certification strongly preferred
- Additional certifications in COBIT, TOGAF, or ISO 20000 are a plus
- Minimum 5-7 years experience in IT Service Management, ITSM architecture, or IT governance
- Proven experience in designing, implementing, and governing ITSM processes and toolchains
- Deep working knowledge with one or more major ITSM tool suites
- Experience in vendor evaluation, selection, and management for



Identificação da vaga  
**REF96596B**

Local  
**Taguig City**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

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

ITSM platforms

- Demonstrated strategic thinking and advisory capabilities
- Optional: Experience with AI/automation implementation in an ITSM context

## **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**

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.