

# Associate IT Consultant - Service Desk

## Your tasks

Primary responsible for performing the following tasks or activities:

- Incident Management - triage, troubleshoot, resolve and when necessary escalate IT-related issues that are reported by end-users from supported ContiTech locations either via phone, email, chat, online ticket
- Request Management - monitor progress of escalated requests to other IT Support Groups and proactively chase assignees of the request to drive timely fulfillment of the request
- Access Provisioning - review, fulfill and when necessary escalate IT-access related requests submitted by end-users from supported ContiTech locations (e.g. new hire access request, additional access request for existing end-users)
- Access Termination - review, terminate and when necessary escalate IT-access related requests submitted by end-users from supported ContiTech locations (e.g. end-user resignation or termination, access freeze for identified end-users)

Secondary responsible for performing the following task when Senior Associate IT Consultant Service Desk are unable to manage the task (e.g. staffing deficit, engaged on an urgent issue):

- Actively monitor and chase high severity incidents and urgent requests to ensure they are worked on continuously until resolution; provide regular updates to parties that need to be notified until high severity issue is resolved.

## II. Continuous Improvement

- Knowledge Management - report discrepancies (e.g. missing, outdated, inaccurate) with knowledgebase articles used by Service Desk Associates troubleshooting, processes and procedures
- Knowledge Management - assist in creating new and updating existing knowledgebase articles for Service Desk troubleshooting, processes and procedures.

## III. Ad-hoc and Projects

- Participate on IT projects where TE WW Service Desk MNL involvement is required
- Work on ad-hoc tasks that are of relevance to TE WW Service Desk MNL or Global IT Organization, as assigned by IT Team Lead Service Desk MNL or Head of Service Desk MNL.

## Your profile

### I. Competencies - Required Knowledge

- Technical Knowledge - Knowledgeable with features and functionality



Job ID  
**REF96607R**

Field of work  
**Information Technology**

Location  
**San Luis Potosí**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Contact  
**Sergio Gonzalez**

Legal Entity  
**ContiTech Mexicana, S. de R.L. de C.V.**

and/or experience with the use of and troubleshooting issues on the following systems or tools: Active Directory, Office 365, SAP, PC Hardware and Software, Infrastructure Services (Server and Network), ITSM Tools (BMC Helix).

- Methodical or Process Knowledge - Knowledgeable with and/or experience with non-technical concepts such as ITIL Framework, Customer Service,
- Proficient and Effective English (Written and Oral).

## II. Required Experience

- Education - Bachelor's degree holder, preferably in IT or Computer-related courses.
- Professional Experience - 3 years related work experience, may come from Service Desk team from other organization (ITO or shared services), onsite IT support background (local or overseas), or junior application or infrastructure support personnel.
- Intercultural Experience - Comfortable working with diverse group of individuals who maybe of different nationality, come from varying educational, religious, political background or gender orientation.

## III. Important Required Capabilities

- Leadership Level - Leading Self / Individual Contributor
- Expected Behaviors or Capabilities - Quality Orientation, Planning and Organizing, Taking Ownership, Collaborating
- Preferred Behaviors or Capabilities - Customer Orientation, Problem Solving, Communicating Effectively, Eagerness to Grow and Learn

## Our offer

En Continental estamos comprometidos con la construcción de un ecosistema incluyente y libre de discriminación en México, estos principios se encuentran asentados en nuestra filosofía y cultura corporativa. Por lo cual, queda totalmente prohibido solicitar prueba de embarazo o VIH como parte de nuestros procesos de selección.

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## About us

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary.

The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and

systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.