

## ITSM Specialist - CTBC

### Descrição da função

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.

### Requisitos

- 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



Identificação da vaga  
**REF96679U**

Área funcional  
**Information Technology**

Local  
**Timisoara**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

Pessoa jurídica  
**ContiTech Thermopol Romania S.R.L.**

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

## O que oferecemos

What we offer:

The 13-th salary - Paid once a year, in December;

Meal tickets - With a value of 40 Ron;

Private Health Insurance - Health is the most important, so we offer you a medical subscription through Signal Iduna;

Referral bonuses - We encourage colleagues to refer new candidates to us and, at the same time, to get the chance to receive a bonus;

Bookster - Feed your body and your mind. You can borrow books and you'll receive them at the office;

Sports benefits- It's important to stay active, so we offer you the 7Card;

Discounts at our partners - We collaborate with different vendors, and we receive discounts for various products/ services like rubbers, restaurants, kindergartens, etc;

System for Rewarding Improvement Ideas - We have an internal improvement program (Continental Idea Management) that gives you the opportunity to come up with ideas and to be honored with an attractive bonus (this is established by the CIM team according to your improvement idea);

Happy days - If you or your child is getting married, or you become a parent, you receive some extra free days;

Life events celebration - If your family is growing, we praise your newborn with a bonus;

Unfortunate events - In case of unhappy events in your life, we support you by offering you free days and financial support (handled on a case by-case basis);

Extra vacation days - You begin with 22 vacation days/year, and starting with the 3rd year with us, we offer you 1 more day of vacation and. We reward employees who reach 15 and 20 years within the company with another day of vacation, reaching a maximum of 29 days.

Professional development - Many opportunities to develop yourself within the company;

Diversity and multicultural mindset - We encourage you to join us no matter who, where, or what you are. We have colleagues from different nations and a variety of languages are spoken in our company.

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.