Digital / Field Service Engineer

工作职责

Digital / Field Service Engineer, a combined role 50% digital solutions(DS) & 50% field service activities(FSA) is responsible for (DS) support. To drive continuous improvement of Continental's digital solutions, and technical field service activities across the UK & Ireland, helping to grow and support in all areas of DS & FSA. Managing operations & activities in a field area including DS installations, ongoing maintenance and customer support. site audits, CNP audits, warranty, product performance monitoring, vehicle weigh testing, SP/end-user support and other specific requirements. Ensuring optimum customer satisfaction in combination with maximum operational efficiency at all times.

Digital / Field Service Engineer - Key Responsibilities

- Within your given geographic territory
- Support in continuous improvement of Continental's digital solutions across the UK and Ireland, acting as an interface between local operations and central R&D teams.
- Help drive and support with end-user, service-providers & other bodies with the digital solutions strategy by supporting revenue and hardware volume targets, forecasting demand and ensuring successful implementation of new technologies and system updates.
- Manage the installation, training, and ongoing support of Continental's digital platforms and connected fleet solutions, ensuring high levels of customer satisfaction and operational effectiveness.
- Oversee product performance monitoring and analysis, including mileage, fuel efficiency, and warranty-related investigations, while ensuring compliance with corporate standards and legal requirements.
- Coordinate and deliver dealer and fleet audit programmes, identifying improvement opportunities, ensuring compliance with service standards, and supporting corrective actions where required.
- Ensure all technical activities are delivered in accordance with quality, health and safety, and risk management standards, reviewing and enhancing processes to support continuous improvement.
- Establish strong relationships with internal stakeholders, customers, fleet operators, OEMs, telematics providers, and industry organisations, acting as a trusted technical and business advisor.

职位要求

The ideal candidate will combine a strong automotive engineering background with expertise in digital technologies, telematics, data analytics, and tyre performance. They will be an effective people leader with excellent communication, customer engagement, and problem-solving skills, capable of driving innovation and delivering business results in a technical and customer-focused environment.

职位号码
REF98430W

工作职能
综合管理

所在地
斯劳

领导力级别
领导团队

工作场所灵活度
远程办公

工作时间
全职

法律实体名称
Continental Tyre Group Ltd.

Education and Professional Qualifications

- Recognised degree level or equivalent qualification in mechanical / automotive Engineering

Professional Experience

- Minimum of three years' experience within an automotive engineering environment, preferably in a management or leadership role.
- Strong technical knowledge of both commercial vehicle and passenger vehicle systems.

Technical Knowledge

- Expert knowledge of passenger and commercial tyre technologies.
- Expertise in data visualisation, MS office, data analytics, and the interpretation of large and complex datasets.
- Working knowledge of fleet telematics systems, digital platforms, APIs, and data integration processes.
- Experience with technical service and operational systems, including digital fleet management and monitoring solutions.

Leadership and Business Skills

- Proven ability work independently
- Strong customer service and stakeholder management skills, with the ability to communicate effectively at all organisational levels.
- Excellent verbal and written communication skills, including the ability to present technical and business insights to senior leaders.
- Strong planning, organisational, budgeting, and project management capabilities.

Personal Attributes

- Strong analytical and problem-solving skills.
- Innovative mindset with the ability to develop and implement new ideas and processes.
- High attention to detail and commitment to quality.
- Customer-focused approach with a commitment to continuous improvement and driving change.
- A clean UK driving licence

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Candidate must be located within the midlands area

Where necessary there may be out of hours, weekend and evening work required to facilitate the needs of Continental and/or our customers requirements

Interview process

Preliminary virtual Teams interview dates - 20th / 23rd November

Second stage interview dates - 4th / 7th December

Ready to drive with Continental? Take the first step and fill in the online

application.

关于我们

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €19.7 billion in 2025 and currently employs around 78,000 people in 54 countries and markets.

Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world’s largest tire manufacturers. In fiscal year 2025, the Tires group sector generated sales of 13.8 billion euros. Continental's tire division employs more than 55,000 people worldwide and has 19 production and 16 development sites.