

IT Analyst

Your tasks

We are looking for an analytical professional to join our dynamic IT team. As an IT Analyst, you will play a crucial role in supporting our company's technology infrastructure, analyzing IT systems, and implementing innovative solutions to drive efficiency and productivity.

- Install and maintain computer systems in optimal and efficient working condition; computer hardware, software, printers, scanners, etc. Provide first- and second-level support for IT systems and hardware, escalating issues to other support teams.
- Analyze and evaluate current IT systems and processes to identify areas for improvement. Ensure the availability of IT Services in line with parameters defined in SLAs and established objectives. Provide technical support and troubleshooting for a variety of IT issues. Meet the defined percentage of tickets closed within the time established in service agreements.
- Execute IT spending without exceeding the assigned budget.
- Meet the KPIs defined in projects for the implementation of new technologies.
- Develop and maintain documentation for IT processes and procedures. Ensure compliance with IT security policies and best practices. Support end-user training on new IT systems and applications.

Your profile

- Bachelor's degree in Computer Systems, Information Technology, Computer Science, or a related field.
- 2 years of experience supporting users of computer equipment with:
 - Microsoft Windows
 - Linux,
 - MacOS operating systems
 - Printers.
- Excellent problem solving skills and critical thinking ability.
- Experience in process improvement activities and project management.
- Proficiency in analyzing and interpreting complex technical information.
- Familiarity with information security principles and best practices.
- Knowledge of industry IT standards and best practices.
- Willingness to stay up to date on emerging technologies and trends in the field of computing.
- Advanced English

Our offer

At AUMOVIO we are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in



Job ID
REF6253A

Field of work
Information Technology

Location
Guadalajara - La Tijera

Leadership level
Leading Self

Contact
Felisa Espinosa

Legal Entity
**AUMOVIO GUADALAJARA
MEXICO, S. DE R.L. DE C.V.**

our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

#LI-MM1

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

About us

Since its spin-off in September 2025, AUMOVIO has continued the activities of the former automotive division of the Continental Group as an independent company. The technology and electronics company offers a broad product portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems, as well as extensive expertise in software, architectural platforms, and assistance systems for software-defined vehicles. In fiscal year 2024, the business areas that now belong to AUMOVIO generated sales of €19.6 billion. The company is headquartered in Frankfurt (Germany) and has around 87,000 employees at more than 100 locations worldwide.