



## Service Manager

TenneT is growing fast to realize its strategic ambitions. We play a leading role in driving the energy transition. We are looking for a passionate IT Service Manager at our location Arnhem who will contribute to this and that might be you?

### Your contribution to TenneT

As the IT Service Manager, you will play a pivotal role in ensuring the effective delivery and continuous improvement of IT services within an Agile framework. In addition to service management, you will be responsible for organizing financial processes and managing contracts. You will collaborate with cross-functional teams, foster a culture of collaboration, and champion best practices to enhance our IT service delivery capabilities. **Responsibilities: Service Delivery Management:** Lead the planning, implementation, and optimization of IT services in alignment with Agile principles. Ensure timely and high-quality delivery of IT services, meeting or exceeding customer expectations. **Agile Transformation:** Drive the adoption of Agile methodologies within the IT Service Management framework. Work closely with Agile teams to ensure seamless integration of Agile practices in service delivery. **Financial Processes and Contract Management:** Develop and manage budgets for IT service delivery, ensuring effective utilization of resources. Oversee financial processes related to IT services, including forecasting, tracking expenses, and reporting. Collaborate with procurement teams to manage contracts, ensuring compliance and optimal vendor relationships. **Continuous Improvement:** Implement and promote continuous improvement processes to enhance service delivery efficiency. Regularly assess and refine IT service management processes based on feedback and performance metrics. **Stakeholder Collaboration:** Collaborate with key stakeholders, including product owners, development teams, and business units, to understand their needs and align service delivery accordingly. **Metrics and Reporting:** Establish and maintain key performance indicators (KPIs) for IT services, providing regular reports and insights to management and stakeholders.

### Your profile and background

#### Qualifications:

- Bachelor's degree in IT, Computer Science, or a related field.
- Proven experience in IT Service Management, with a focus on Agile methodologies.
- Certification in ITIL and Agile/Scrum is highly desirable.
- Strong leadership and interpersonal skills, with the ability to foster a collaborative and Agile culture.
- Experience in financial management and contract administration.
- Fluent in Dutch, proficient in English

### Additional information

- As of March 1, 2024
- The weekly working time is 36 - 40 hours
- Type of contract is indefinite

### Our offer



We are family friendly and flexible



Health - your basis



Modern working environment



Attractive remuneration and social benefits



Personal development

### Our recruiting process

In our online-application-form you can apply within only some minutes as long as this job is posted. Afterwards we screen your application and get back to you as soon as possible. A security screening will be part of the hiring process.

For further questions regarding the recruiting process please contact:  
Martien Hermens  
People | Talent Acquisition

For questions relating to the position:  
Sander Ettema  
Lead BTO-OP-IIC

## **This will be our challenge**

BTO will drive security of supply, energy transition, organizational and financial health through digital, data and analytics. BTO will secure solid foundations through seamless end-user services (UX), industry-leading cybersecurity setup and resilient data centers and cloud infrastructure. BTO will have consistent business/BTO alignment, strategic partnerships with vendors and clear standards on architecture, vendor & portfolio management and security. BTO will unlock value of data and digital by building all the necessary enablers (incl. data platform, data governance processes, capabilities) and embedding innovation initiatives into business roadmaps.

TenneT is a leading European grid operator committed to a secure and reliable electricity supply - 24 hours a day, 365 days a year. We are shaping the energy transition for a sustainable energy future. As the first cross-border transmission system operator, we plan, build and operate an almost 24,500 kilometres long high and extra-high voltage grid in the Netherlands and Germany and are one of the largest investors in national and international electricity grids, on land and at sea. Every day, our 6,600 employees give their best and ensure with responsibility, courage and networking that more than 42 million end consumers can rely on a stable electricity supply.

## **Lighting the way ahead together**

<https://careers.tennet.eu/careers/JobDetail/71155>