



## Service Manager Cloud

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 Service Manager Cloud at our location Arnhem who will contribute to this and that might be you?

### Your contribution to TenneT

#### Introduction

In a world of energy transition and advanced cloud computing, talking about it isn't enough. At TenneT, we're actually making it happen!

TenneT is at the start of a journey to the public cloud. We are introducing new technology and will start moving applications from their current location in our IT systems to the Public Cloud (Microsoft Azure). At the same time, new, modern, cloud native solutions based on public cloud technologies are key to support TenneT's ambitions and responsibilities in the energy transition. For this cloud journey we've engaged into a partnership with Capgemini, acting as Managed Cloud Provider (MCP) and supporting TenneT to build, design and maintain the Public Cloud. Our collaboration with the MCP is designed to significantly enhance our IT infrastructure's agility and resilience, positioning us at the vanguard of technological innovation and security advancements.

TenneT is running the MCP: Go cloud Program to establish the public cloud platform and execute migrations. In parallel, to ensure the successful ongoing support and provision of the MCP service to the TenneT organization, we are building a robust platform-organization. This team will be the driving force behind the Cloud Journey at TenneT for the coming years, leading the change in enhancing efficiency and agility across our operations. By harnessing the expertise of the MCP, we're looking to redefine the traditional IT delivery models, offering resources to end-users with unprecedented speed and advancing the resilience of our IT infrastructure with the latest in security and technology.

#### 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

### Additional information

- Start as soon as possible.
- This is a fulltime position.
- A security screening will be part of the recruitment process.

### Our offer



We are family friendly and flexible



Health - your basis



Modern working environment



Attractive remuneration and social benefits



Personal development

### Our recruiting process

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

For questions relating to the position:  
Sander Ettema

Lead

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

### Candidate Profile

- minimum 5 years of relevant work experience in similar and complex technological environments.
- Proven experience as an IT service manager, with an emphasis on cloud services and platform management, capable to motivate and inspire.
- Demonstrable track record in crafting operational excellence and overseeing the service management processes.
- Thorough understanding of agile methodologies and leadership.
- Exceptional collaboration and negotiation skills, with experience managing partnerships, such as with cloud service providers like Capgemini (NL/India).
- Adept at stakeholder management, able to communicate effectively with various levels within an organization.
- A bachelor's or master's degree in Computer Science, Information Technology, or a related field, with a preference for additional qualifications in business management or leadership.
- Excellent language skills NL / ENG and DE is pre.

### Where Will You Work?

In your capacity as Platform Owner, you will be a pivotal member of TenneT's Department of Business Technology Operations (BTO Operations), within which the Infrastructure, Integration, and Cloud (IIC) unit operates. The IIC unit is where you will contribute your expertise, overseeing the alignment and execution of our cloud strategy as part of the run-organization. You will report directly to the Lead Cloud, who holds hierarchical leadership towards the MCP Platform team within IIC.

During the program phase in which TenneT currently is building the service you'll join the program team, working under the functional leadership of the program manager. This dual-reporting structure will ensure that the MCP service is robustly built during the program phase and seamlessly transitioned into the business-as-usual activities of the run-organization. Your role is to act as a bridge, translating program success into operational excellence, and you will be instrumental in forging the path for TenneT's continued innovation in cloud technology within the energy sector.

### TenneT and the BTO Organization

TenneT is a leading European grid operator dedicated to ensuring a stable and continuous electricity supply to over 43 million consumers. Committed to a sustainable energy future, we operate an extensive high-voltage grid with a focus on reliability, efficiency, and innovation. Our IT division, known as BTO, is at the heart of maximizing business value, supporting processes with optimized information flows and a commitment to quality, efficiency, and accountability.

## 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/74877>