



## Service Manager - BTO Asset Chain

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

### Your contribution to TenneT

TenneT is growing fast to realize its strategic ambitions. We play a leading role in driving the energy transition

As a Service Manager, you will be responsible for managing the delivery of IT services to internal and external customers. You will work with service desk teams, technical support staff, internal BTO platform teams / Center of Excellences, vendors and stakeholders to ensure that IT services are delivered efficiently and effectively. You will also be responsible for ensuring that IT services are aligned with business objectives and that they meet the needs of the organization.

This is a 100% dedicated role.

As a Service Manager of BTO Asset Chain - Operate the Assets team, you are the right-hand person to the delivery lead to ensure quality services against target KPIs for all (IT-related) services to the internal customers, mainly the departments responsible for maintaining and operating our assets.

Tasks:-

- Your primary responsibilities include, but not restricted to:-
- Develop and implement IT service strategies and roadmaps, ensuring alignment with business objectives.
- Manage the delivery of IT services to internal and external customers, ensuring that service level agreements are met or exceeded.
- Work with service teams and technical support staff to ensure that IT incidents are resolved in a timely and efficient manner.
- Develop, maintain and periodically review IT service documentation, including service catalogs, service level agreements, and operational procedures to ensure up-to-date information for seamless service to business.
- Monitor, measure and report on the performance of IT services, and work with teams to identify and resolve service issues.
- Collaborate with project managers and stakeholders to ensure that IT service strategies and roadmaps are aligned with project timelines and business needs.
- Provide technical guidance and support on service management to other team members as needed.
- Continuously improve IT service processes, tools and techniques to increase efficiency and effectiveness.
- Facilitate, set up and support (temporary) guilds for the purpose of standardization & knowledge development of subject areas.
- Demonstrate and encourage end-to-end thinking across value chain.
- Use service data for communicating with (internal) customers based on facts and figures.
- Dare to make timely decisions, considering all relevant business and technical factors defined to achieve the target plan, KPIs and

### Additional information

- As of as soon as possible.
- The weekly working time is 40 hours.
- Type of contract is indefinite.
- Job interviews for this position will be (partly) in English. Please send us your application document in English as well

### Our offer



### 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. Our selection process consists of one onlinetest, one interview only.

[Optional Lead/Head: and one assessment center.]

For further questions regarding the recruiting process please contact:

Martien Hermens  
People | Talent Acquisition

For questions relating to the position:  
Anup Dey

budget.

- Foster open dialogue and coaching on individual behavior in line with the cultural values of TenneT.
- Encourage an organizational culture of continuous learning.
- Actively support the Leadership Team in exemplifying and driving the company values (Ownership, Courage, Connection) in your team and our department.

## Your profile and background

- You have a customer-focused mindset and an analytical way of thinking.
- A bachelor's degree in computer science, engineering, or a related field.
- At least 5 years of experience in IT service management or a related field.
- Strong knowledge of IT service management frameworks such as ITIL.
- Experience with IT service management tools
- Strong organizational skills and attention to detail.
- Proven track record to define KPIs and report/improve on service management against target KPIs.
- Proven track record to engaging with project teams and ensure timely plan and execution of transition to steady-state support.
- Experience with IT operations management is preferred.
- Experience working with managed service partners in an onsite/offshore model is a must-have
- Excellent communication, collaboration, and stakeholder management skills.
- Ability to work well in a team environment and interact with various stakeholders.
- Fluency in English is a must; basic Dutch language skills (or an interest to learn) is necessary.

## 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/74892>