



Process Specialist

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

Your contribution to TenneT

About TenneT:

TenneT is a leading European Transmission System Operator (TSO), managing over 25,000 kilometers of high-voltage lines and cables across the Netherlands and Germany. We provide safe and reliable electricity to 43 million domestic and business users around the clock. Our mission is to ensure that power is available at the flick of a switch, whenever and wherever it is needed. As we integrate an increasing proportion of renewable energy into our grid, we maintain an exceptional service level of 99.99963%, positioning us among the best in the world. With approximately 8,500 employees, TenneT is actively pursuing a growth strategy driven by the ambitious energy transition. Our organization is structured around six end-to-end core processes to drive success and efficiency.

About Business Technology Organization (BTO):

BTO is TenneT's centralized IT organization and a crucial component of TenneT's ambitious strategy. Organized into value streams and domains, BTO aligns seamlessly with TenneT's end-to-end processes. The BT Office, the key stakeholder for this role, functions as the CIO Office, positioned to drive direction, control, and change across domains and value chains. Following a significant reorganization, BTO is now poised to take the next step in realizing its full potential. As part of this effort, we are focusing on implementing IT Service Management (ITSM), Enterprise Service Management (ESM), and IT4IT frameworks to enhance our service delivery and performance. Our ultimate goal is to reduce disruptions and increase the speed of IT service delivery to the business.

About BTO's key domains:

BTO (Business Technology Organization) operates across several key domains, each serving a critical function in supporting and enhancing our organization's IT infrastructure and business processes. To ensure the successful implementation and adherence to universal (ITIL) processes, we are seeking dedicated Process Coordinators for each domain. These individuals will play a pivotal role in aligning their domain's operations with our organization-wide ITIL strategies and fostering continuous improvement.

Here's a brief overview of the domains:

- Ensures the effective management of critical systems that support and regulate the energy grid.
- Provides IT support for the business unit managing essential assets of the grid infrastructure.
- Facility management, and other cross-functional support

Additional information

- 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



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.

For further questions regarding the recruiting process please contact:

Daisy Zandi Zand
People | Talent Acquisition
daisy.zandizand-cusell@tennet.eu

For questions relating to the position:

Oscar Kemper
Lead Business Technology
oscar.kemper@tennet.eu

systems.

- Drives data analytics and insights, enabling informed decision-making across the organization.
- Manages IT operations, encompassing on-premises infrastructure, data centers, cloud services, and Service Desk operations.

Each domain plays a unique role in ensuring our systems, assets, and operations run smoothly and efficiently, contributing to the overarching mission of delivering reliable and robust IT solutions. Process Coordinators will be instrumental in bridging domain-specific operations with our unified ITIL framework.

About the role:

Are you ready to lead the way in ensuring ITIL process excellence within one of our key domains? As a Process Coordinator, you will play a dual-role that's central to the success of the universal ITIL processes managed centrally by BT Office (the CIO office). Your responsibilities will focus on:

In the Domain:

- Ensure proper execution and adherence to ITIL processes within the domain you represent.
- Participating in configuration committees, addressing process bottlenecks, and ensuring high performance in processes like change, problem, incident, and configuration and asset management.

Representing the Domain in Process Guilds:

- Act as the voice of your domain in process guilds, collaborating with Process Coordinators from other domains and the Process Managers who own the processes.
- Contribute to the evolution of uni.

This role is pivotal in balancing domain-specific needs with organization-wide process excellence. If you're passionate about aligning execution with strategic ITIL goals and fostering collaboration to drive continuous improvement, we'd love to have you on board!

Key Responsibilities:

- **Process Coordination:** Manage multiple ITIL processes with a particular emphasis on Incident, problem, Change and Config and Asset Management. The focus on specific processes may shift over time. **Process adherence enhancement:** Develop and execute strategies to elevate the process adherence of ITIL process.
- **Results-Driven and fact-based Focus:** Consistently deliver high-quality outcomes quickly and efficiently, thriving in a fast-paced environment where frequent and timely delivery is essential to success. **Continuous Improvement:** Identify areas for improvement within existing ITIL processes, propose solutions, and oversee their implementation to enhance process efficiency and effectiveness. **Stakeholder Engagement:** Collaborate with cross-functional teams and stakeholders to promote the adoption of ITIL processes and drive a culture of continuous improvement.
- **Training and Development:** Provide training and support to team members on ITIL process execution to ensure consistent application and understanding across the domain.

Your profile and background

- **Successfully coordinated and managed ITIL processes:** You've led the way in streamlining and optimizing IT operations, including Incident Management, within large organizations.

- **Applied IT Service Management and ITIL frameworks effectively:** You've made a noticeable impact with improved service delivery metrics and increased process efficiency.
- **Utilized strong analytical and problem-solving skills:** You drive continuous improvement initiatives with documented successes in enhancing service quality and reducing downtime. **Demonstrated excellent communication and stakeholder management abilities:** You drive stakeholder relationships cross-functional teams, manage senior leadership expectations, and facilitate collaborative solutions.
- **Ability to Oversee Both Domain-Specific and Cross-Domain Processes:** Capable of maintaining a comprehensive view of their represented domain while understanding and contributing to domain-overarching ITIL processes. Able to assess and provide input on the operational and organizational impact of changes, ensuring alignment with broader ITIL strategies.

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.

AI and more about TenneT

Since we use AI as part of our recruiting process, we would like to create transparency and clarity at this point. The AI serves exclusively as a supporting and recommending tool to make our processes even faster and more efficient. At no time are automated decisions made.

TenneT is a leading European grid operator. We are committed to providing a secure and reliable supply of electricity 24 hours a day, 365 days a year, while helping to drive the energy transition in our pursuit of a brighter energy future – more sustainable, reliable and affordable than ever before. In our role as the first cross-border Transmission System Operator (TSO) we design, build, maintain and operate over 25,000 kilometres of high-voltage electricity grid in the Netherlands and large parts of Germany, and facilitate the European energy market through our 17 interconnectors to neighbouring countries. We are one of the largest investors in national and international onshore and offshore electricity grids, with a turnover of EUR 9.2 billion and a total asset value of EUR 45 billion. Every day our 8,300 employees take ownership, show courage and make and maintain connections to ensure that the supply and demand of electricity is balanced for over 43 million people.

Lighting the way ahead together

<https://careers.tennet.eu/careers/JobDetail/86513>