



## Process Coordinator (m/w/d)

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 Coordinator (m/w/d) at our locations Bayreuth / Lehrte who will contribute to this.

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). 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!

### Your contribution to TenneT

#### Enabling Process Excellence in the Domain:

- Ensure proper execution and adherence to ITIL processes within the domain you represent.
- Oversee critical activities such as leading the Domain Change Advisory Boards (CABS), 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 unified and powerful ITIL4 processes that are consistent across the entire BTO organization while finding creative ways to adapt our processes next to the tradition service management also to agile and DevOps practices.

#### 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 processes.
- 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

### Additional information

- As of 01.03.2025
- The weekly working time is 37 hours
- GE: The position is unlimited
- Job interviews for this position will be (partly) in English. Please send us your application document in English as well.
- Due to company closures over the Christmas holidays, feedback may be delayed by a few days.

### 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 two interviews only.

For further questions regarding the recruiting process please contact:  
Tina Mater  
People | Talent Acquisition  
tina.mater.extern@tennet.eu

For questions relating to the position:  
Oscar.Kemper@tennet.eu

Business Technology Organization

Domain Office EF



application and understanding across the domain.

Did you know? You can also listen to energy! Our podcast "along the lines" informs you 24/7 about current topics of the energy world.

## 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.
- You have a good command of **English** and **German** (C1)

## 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.

## IDE, AI and more about TenneT

As a signatory to the Diversity Charter Germany, we at TenneT are convinced that we can only drive the energy transition forward innovatively with different perspectives and experiences. Therefore, we welcome all applicants - regardless of gender identity, religion, sexual orientation, ethnic background, disability or age. TenneT aims to increase the proportion of women in positions where they are underrepresented. For this reason, we expressly encourage qualified women to apply. We also welcome applications from people without German citizenship.

We welcome applications from people with disabilities. If you indicate your (severe) disability in your application, we will forward your application to our representative for disabled persons so that they can support your application in accordance with paragraph 178 SGB IX.

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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.

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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

