



## Platform Experience Engineer

At TenneT we work every day on the electricity grid of tomorrow. Our goal? A reliable, affordable and sustainable energy system. As a **Platform Experience Engineer** in the Cloud and Outsourced Platform Services team of the Business Technology Organisation (BTO) of TenneT, you play a crucial role in realizing this ambition. Ready to make an impact?

In a world where energy transition and cloud computing are at the forefront, it's not enough to just talk about change. At TenneT, we are making it happen. TenneT has embarked on a journey to modernize our IT factory, introducing cutting-edge technology to enable modern cloud-native solutions that align with our goals and responsibilities in the energy transition.

To reap potential benefits of modernizing our tech platforms, we also need to modernize the way we operate and deliver these platforms to the TenneT business through Modern Service Management and Platform Engineering. To support that transformation, we are looking for a rare combination of a platform engineer, data analyst and business consultant to provide our operations leadership, platform owners and service managers with data driven insights on operational performance and platform experience.

### Your contribution to TenneT

We are looking for a hands-on **Platform Experience Engineer** to support data-driven decision making in developing and optimizing modern technology operations, including Modern Service Management and Platform Engineering initiatives. In this role, you will provide insights to guide product strategy, assess platform operational performance, and advise on the implementation of scalable, efficient, and customer-centric solutions.

The ideal candidate brings a consulting mindset, with the ability to translate complex data into actionable recommendations that align with business objectives. You will support platform owners and platform service managers in areas such as feature prioritization, cost optimization, platform reliability, and developer experience—leveraging analytics, telemetry, and market trends to drive measurable outcomes and long-term value.

#### Key Responsibilities

##### Analytical Thinking & Data Interpretation

- Collect, analyze, and interpret operational, performance, and user experience data from platform services.
- Develop actionable insights through dashboards, reports, and data visualizations to support informed decision-making.

##### Platform and Service Management Expertise

- Apply platform-as-a-product thinking by helping define and track KPIs, SLAs, and SLOs for modern technology platforms.
- Support platform owners and service managers with data-driven recommendations to optimize service delivery and performance.

##### Continuous Improvement & Problem Solving

- Identify trends, bottlenecks, and inefficiencies in platform operations, and propose measurable improvements.

### Additional information

TenneT offers you the opportunity to contribute to a sustainable energy future. Together with colleagues, partners, and stakeholders, you will work on innovative solutions that enable the energy transition. With us, you'll have the space to develop your talents and work in an environment where your growth is central. We believe in collaboration, forward-thinking, and innovation.

#### This is what we offer:

- The weekly working hours are 32.
- The salary indication for this role is between €3.583,= and €6.303,= gross per month, based on a 40 hours work week, in salary scale 6 of our CAO TSO.
- 43 vacation days per year.
- All mentioned benefits apply to a full-time contract unless otherwise stated.
- A VOG and a UVO screening are required for this position.

We place high value on a good work-life balance and your personal development. That's why we offer flexible solutions such as:

- Hybrid working where possible, with an internet and home office allowance.
- Support for your vitality, with a contribution to a gym membership and health insurance.
- Development opportunities through the TenneT Academy, so you can continue to expand your knowledge and skills.

We encourage initiative and give you the space to bring forward new ideas. Together, we make sure that the Netherlands keeps moving and is ready for the energy of tomorrow.

### Our offer

- Contribute to continuous improvement initiatives in cost optimization, platform reliability, and developer experience.

#### Stakeholder Engagement & Consulting

- Collaborate with operations leadership, platform teams, and service managers to align technical recommendations with business needs.
- Facilitate discussions and workshops to guide adoption of data-driven practices across teams.

#### Technical Acumen in Observability & Cloud Platforms

- Work closely with engineering and SRE teams to integrate observability and telemetry tools that enhance platform monitoring and insights.
- Interpret system and usage data to inform infrastructure and cloud-native platform enhancements.

#### Strategic Planning & Roadmap Support

- Provide input into strategic roadmaps using platform usage analytics, service performance data, and customer feedback.
- Help prioritize initiatives that improve scalability, automation, and user satisfaction.

#### Communication & Knowledge Sharing

- Promote a culture of transparency and data-driven decision making through clear communication and documentation.
- Share best practices, insights, and lessons learned to foster a learning organization.

### Your profile and background

- Education & Experience: This role is ideal for recent graduates with a Bachelor of Science in Business Information Management, International Business, or a related field that combines business, technology, data, and management. Proven experience with relevant TenneT tools PowerBI (or similar), TOPdesk, Jira and Office 365
- Strong understanding of metrics such as KPIs, with the ability to translate business stakeholder needs into measurable insights and concise dashboards.
- Ability to recognize relationships and patterns across dispersed operational data sets and identify correlations.
- Results focused and self-starting: Takes ownership for tangible results. Combines solid understanding of theory with ability to deliver results quickly.
- Ambition: Eager to grow into leadership role, such as product owner.
- Systems thinker: Understands complex systems and processes, from both a technical and operational perspective.
- Stakeholder management: Understands TenneT and is able to quickly develop a network across both Dutch and German parts of the organization.
- Change Management: Empathetic and organizational sensitivity.

### 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



### Our recruiting process

For questions regarding the recruitment process, please contact:

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For questions relating to the position:

Michiel Hazen | Lead Business Technology | michiel.hazen@tennet.eu

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.

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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

<https://careers.tennet.eu/careers/JobDetail/94270>