



# TSCNET Services

Connect. Create. Coordinate.

TSCNET Services is the services company of the fourteen power transmission system operators (TSOs) from twelve European countries. We are one of Europe's leading Regional Security Coordinators (RSCs). Based in Munich, Germany, we aim to be a highly efficient service provider for system operation, grid security assessment, and capacity calculations. We look for knowledge, dedication, openness, and creativity, and we offer an excellent environment for bright people to do outstanding work.

## IT Service Manager (m/f/d)

Full time (38 hours per week), Munich

The IT Service Manager is key to managing the operation and maintenance of TSCNET's IT Services. This includes cooperating with the external and internal stakeholders to ensure smooth and reliable service provision. Services of TSCNET depend on the software support and data provided by our applications.

### Key qualifications

- ▶ M.Sc. (or equivalent) in Computer Science or Business Administration
- ▶ 3+ years of demonstrable experience in operation and maintenance of IT services
- ▶ Up to date knowledge of IT systems and tools, and continuously keeping up with the developments in the IT industry
- ▶ Relevant experience in the field of IT vendor and contract management.
- ▶ Good knowledge of ITIL processes
- ▶ Interested in working in a complex, multi-stakeholder environment
- ▶ Ability to effectively present information and respond to questions from internal and external stakeholders with high customer orientation
- ▶ Ability to present the company in front of the main customer groups
- ▶ Proactive and well-organised
- ▶ Excellent verbal and written communication skills in English

### Main tasks & responsibilities

- ▶ Leading the operation & maintenance of the IT Services, based on the software applications and IT platforms operated by TSCNET
- ▶ Following the business requirements, aligning the SLAs and operation & maintenance procedures with the corresponding required service levels
- ▶ KPIs are your friends – Defining, managing and measuring them
- ▶ Managing IT vendors and related contracts of the company. Providing support with that to the other parts of the organization.
- ▶ Proactively organising the interface to the relevant service providers and service customer representatives
- ▶ Participating in the change and release management processes and rollouts of the software applications
- ▶ Defining and owning the incident and problem management process
- ▶ Indirectly managing infrastructure and maintenance teams, contracted by TSCNET
- ▶ Organising and supporting the continuous improvement of the TSCNET IT services
- ▶ No people management responsibility

Join us as we secure Europe's electricity supply and turn the energy transition (“Energie-wende”) into reality. Take this great opportunity to work in a truly international, vibrant and passionate team with the freedom and support you need to not only be effective and innovative, but also develop and grow. We look forward to receiving your application.

[www.tscnet.eu](http://www.tscnet.eu)