

Sanoma Learning, located in 's-Hertogenbosch, is Sanoma Group's leading European provider of multi-channel learning solutions. Our solutions enable learning impact: helping to motivate pupils in achieving good learning outcomes and supporting teachers in their daily work. Sanoma Learning consists of six companies which operate in five European countries.

Sanoma Learning Business Technology and Information Technology (BT/IT) is Sanoma Learning's international IT and technology organization - operating at the heart of the fast-paced learning world. Together with our local companies we enable new business processes and innovations, and are responsible for the technical development and operations of Sanoma Learning's digital platforms and business applications. Join us in a digital transformation and contribute to the future education of our children!

Are you looking for a challenge and will you help us in realizing our ambition? We are looking for a:

Service Manager

As a service manager you are responsible for the day to day support, maintenance and operation activities of the key business systems and applications of Sanoma Learning that are used in 5 European countries. It concerns the backend platforms for CRM, Finance, Billing, Order to Cash and BI

You play a central role in our service delivery. In this function you will report to the Sanoma Learning Head of Operations. You will be part of the operations team and will mainly work from our headquarters in Den Bosch or from Helsinki and occasionally travel to our business units abroad.

You will work primarily with the key users from the business and with our service partners and application vendors who provide us, 2nd line helpdesk and 3rd line technical- and functional support. You will also take care of managing operational oriented - and security projects.

Job description

- Manage the support towards our key business users and handle incident escalations.
- Take care that the Service Level Agreements (SLA) are met: implement service improvement, ensure performance reporting and perform periodical SLA reviews.
- Ensure Operating Level Agreements are setup and ensure a smooth collaboration between all Sanoma partners.
- Ensure operational quality and reliability by defining and rolling out a quality plan. You ensure the required ITIL process are put in place.
- Manage the shared test environment.
- Coordinate operational projects such as automated process monitoring and security related projects (e.g. GDPR).
- Participate as representative of operations in business projects and ensure operational requirements are taken into account.

Profile

- Higher technical education degree (HBO)
- At least two years of experience in a comparable position
- Expert knowledge of IT Service management (e.g. ITIL or COBIT)
- Experience with applications and tools (SAP, Salesforce, WSO2, Kibana and ELK)
- Knowledge of architecture, development platforms and databases
- Generic knowledge of the core business processes (M&S, SCM, FICo and OTC)
- Customer oriented
- Able to be flexible
- Strong analytical capabilities

- Strong communication and social skills
- Self-starter and problem solver
- Fluent in English, written and verbal
- Meet our Sanoma values: Engage others, Share views, Look ahead and Make it happen

Offer

We offer you a challenging role in a result oriented team in an innovative environment. Next to a motivating reward, we offer a dynamic working environment in which learning is a central component and you have opportunities to develop your talent.

Interested?

Please send your CV and motivation letter to recruitment.learning@sanoma.com. For more information about the role you can contact Brecht Carpentier (brecht.carpentier@sanoma.com).

More information about Sanoma Learning can be found at learning.sanoma.com.

Acquisition in response to this vacancy will not be appreciated.