

Center of Excellence Manager (BE)

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Company: Itineris

Location: Belgium

Category: computer-and-mathematical

Ghent, Sint-Denijs-Westrem

There's a saying at Itineris: "Together goes a long way. And we live by that. Whether your job is translating our customers' needs into the best software, selling, coding, or keeping our business running smoothly, we're united by the same mission: growing our company and delivering innovative software that empowers energy and water utilities to engage better with their customers.

What you will work on

Itineris is looking for a Center of Excellence (CoE) manager. The CoE is a global team of knowledge workers that provides leadership, technical know-how, best practices, research, support and training for areas like D365 Platform, Azure architecture and engineering, Release Management,...

As CoE we guide and support all our business units to deliver UMAX, within Microsofts' D365 and Azure platform, as a SAAS product in a standardized, controlled, secure, cost-effective and a high-quality way, matching Microsofts' One-V strategy and applicable compliancy requirements.

As our CoE Manager, you will...

- organize the work across the multiple team's part of the CoE, drive standardization and ensure timely response to all business demands
- work with stakeholders within our Business Units and interact with partners like Microsoft.

We are looking for a dynamic person and team manager who likes to take initiatives, work with people and has the mindset to continuously learn and improve.

Organisation

Direct reports:

- Team leads (Release Management, Quality Services, Azure Engineering & Operations,...)
- o You overlook the different needs in the company for CoE expertise and you work with the involved stakeholders to come to a manageable assignment planning for each of the teams.
- o You define internal service catalogues and associated SLA's in line with company needs and design teams, tools and services to fulfill them.
- o You provide management input to your direct reports/teams.
- o You set team objectives in line with company strategy and management directives.
- o You follow-up evaluations and team resourcing.

Reporting to:

- CoE & Internal IT Director
- o You provide input to be able to take the right decisions.
- o You escalate issues, risks and concerns.
- o You do monthly cost follow-up (people, Azure,)
- o You provide monthly dashboards on your units (delivery status, issues and risks, resources & action items).

Collaborate with:

- Internally
 - o R&D teams
 - o Service delivery teams
 - o Project implementation teams
- Externally
 - o Microsoft
 - o Suppliers (pen testing, software vendors)

What you bring

- min. 5 years of relevant work experience as team and people manager in service delivery context.
- knowledge about public cloud concepts in Azure.
- used to face and work with internal and external stakeholders.
- can lead people and make them grow.

- able to define and improve processes.
- able to define performance metric and SLA's and works with the teams to achieve them.
- able to adapt to organizational changes.
- experience in budget follow-up and reporting (people, projects, Azure,...)
- experience with product management.
- experience with ITIL Service design / Service Transition is an asset.

What we offer

- A fast-growing and international environment with offices in beautiful Ghent (Belgium), bustling Atlanta (USA) and lively London (UK).
- Working with future-ready water and energy companies and building valuable utility expertise.
- Internal mobility, developing your career through various educational programs and growth paths.
- An entrepreneurial mindset where you have a direct impact on our growth journey.
- An open environment where we understand the importance of taking a break to recharge and achieve the best results. We make it a priority to celebrate milestones, both big and small.
- Onboarding, learning and buddy programs to get ready for a smooth start in your new job.
- A flexible and inclusive working environment – where people can just be who they are, and where we offer flexible options for hybrid working so you can work in a way that suits you best.
- Competitive perks & benefits, because we want to help you reach your full potential, both at work and in your personal life.
- A lot of fun moments with an eye for sports, celebration and wellbeing, important for maintaining a healthy work-life balance.

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