



Operations Manager / Service Manager

Do you want to be part of an ambitious and enthusiastic team in a fast-moving scale-up environment? Are you looking for a challenging context where you will get the chance to develop your talents? Are you eager to accelerate your career as a **Operations / Service Manager** in a fast-growing regtech company?

Well, let us introduce itsme® / Belgian Mobile ID, founded in 2017 with a clear mission: provide a state-of-the-art and best-in-class digital identity solution to individuals, enabling them to move all their interactions to the digital space. Now, only five years later, 6.4 million citizens use the itsme® app, to identify themselves, confirm transactions and sign documents online. We are also ready for a new challenge: launching the itsme® app in The Netherlands.

We are looking for an Operations / Service Manager whose mission will be to drive our operational excellence, by continuously monitoring the quality of our services and striving for improvements on our different ITIL processes.

What your job looks like

- You are responsible for monitoring the quality of the services provided by our internal stakeholders and external partners. You offer support in coordination between these parties.
- You are the SPOC for technical questions and possible production issues with our partners. You analyze and root the request to the relevant internal and external stakeholders.
- You play an active role in our monthly performance reviews: challenge and validate the KPIs and Service levels.
- You draw up improvement proposals on our different ITIL processes, including design, implementation, optimization of internal, customer-facing and supplier-facing operational processes (ITIL oriented) covering the services, infrastructure, and subcontracted parties.
- You analyze, document, and report any structural problem and make proposals to improve our processes.
- Help us defining the overall itsme® IT release and testing strategy with a focus on quality and performance.
- In case of incidents, you bring together the different stakeholders to restore the service as soon as possible, you follow the resolution, you ensure the proper internal and external stakeholders and facilitate the root cause analysis afterwards.
- You coordinate our different releases, making sure runbooks and all other preparation activities (incl internal and external communications) are well executed upfront. You facilitate the release and foresee the necessary post-release communication and retrospectives.

What we are looking for

- Bachelor or Master degree (engineering or computer science background).
- Multi-year (10+) experience working in IT and minimum 5 years of experience as Service or Release Manager.
- You have experience with ISO27001
- You have an overall understanding how the software lifecycle management works. You have experience in integrating with technical profiles and understand their DevOps practices.
- You are service and client oriented - balance logical problem solving with innovative thinking.
- Problem-Solving / Hands-on mindset – able to solve customer problems through cloud technologies
- You are a team player who shares his/her knowledge and enjoys celebrating joint achievements. Acknowledged for driving decisions collaboratively, resolving conflicts and ensuring follow through with exceptional verbal and written communication skills.
- Possess strong written and verbal communication and presentation skills
- You speak and write fluently English and have a good knowledge of French or Dutch.

What we offer

- A fun, enthusiastic and ambitious team
- A fast-moving scale-up environment where you can develop and grow
- Offices in Brussels, combined with flexibility in terms of remote working
- A fixed contract, with an attractive compensation package

Now it's your turn!

If you have what it takes, send your CV and motivation letter to career@itsme-ID.com.