



IT Service Level & Change Manager

About the Organization

At Fokker Services & Fokker Techniek, our drive revolves around one purpose: exceed reliability expectations to keep your aircraft where they belong, in the sky. As a Global Independent Aerospace Service Provider we create tailored solutions for your maintenance of regional, commercial and military aircraft. We engineer, repair, upgrade, and deliver high-quality solutions, innovating in multiple areas to facilitate and support your competitive operations. Our services range from type certificate holder-related product support services to flight hour based component availability and repair programs, spare parts, engineering, modifications and documentation support. The unique combination of OEM (design) expertise and after-sales support services makes us an essential partner for the aerospace industry. We have a global presence, with facilities in Europe, Asia and the Americas.

Working With Us

What is the height of your ambition? Ours starts at roughly 30,000 feet and climbs from there. Few people know what it feels like to set their work in the sky. Others may have a hard time relating but your colleagues understand that when your work takes flight, so do you. Which is why our team leaders are so driven to support the development of your maximum potential. Together, your work will mix renewal with innovation, reinvention and repair to create tailored solutions that soar. Your entrepreneurial spirit will be given the space to manoeuvre, working with a team that is as open, transparent and engaged as you are. With Fokker Services, & Fokker Techniek every action you take has a meaningful impact on a clients' success. It's this total combination, and the strength of the relationships formed through a shared dedication, that keeps hardworking talent here for 20, 30 plus years. Time enough to reach the height of your ambition, and discover what lies beyond.

To support our primary business processes the ICT department has an open vacancy based in Hoofddorp for an IT Service Level & Change Manager.

The Role

Analysis and advice

- Following market and product developments in the field of infrastructure in order to be a discussion partner for the outsourcing parties
- Maintaining contacts with the IT staff in order to obtain clarity about problems, wishes and requirements regarding the IT infrastructure
- Advise the IT manager with regard to infrastructure IT solutions & changes

Management of providers & coordination

- Conduct operational consultation with the service delivery managers of the outsourcing parties
- Consultation with the project leaders and IT staff to implement changes with minimal impact to the availability of the infrastructure
- Guarding and monitoring the level of service agreed upon with our providers
- Determine process priorities; coordinating activities or problems in implementation and communication



Contract management

- Management of the outsourcing providers at an operational level
- Drawing up and maintaining SLAs, procedures, service catalogs, etc. with the outsourcing providers

Report

- Discussing the SLA reporting with the providers;
- Reporting on the infrastructure KPIs to the IT Manager.
- Reporting on budget for IT Operations & Changes.

Key responsibilities

- Translating organizational goals, (customer) wishes and requirements into IT solutions
- Continuous innovation of the IT infrastructure in order to obtain optimal IT usage for the company.
- Guaranteeing confidentiality, integrity and availability of the IT infrastructure
- Ensure a professional and efficient IT service is provided.
- Obtaining an optimal mix between coherence and standardization on the one hand and flexibility on the other
- Compliance with procedures, company rules and safety, quality, environmental, security & export compliance regulations insofar as applicable to the position.
- Develop timelines for ongoing system/upgrades and lifetime management of hardware & software.
- Ability to Provide IT Expertise when IT issues require escalation and Root Cause Analyses
- Categorize and prioritize change requests
- Managing the change queue (scope, budget & planning)
- Convene the change advisory board (CAB) meetings

Experience & Qualifications

- **Essential**
 - Relevant Degree or equivalent experience
 - Own the main IT processes (ITIL), configuration management, incident management, change management, problem management and request fulfilment.
 - Working as effective member of the IT team often requiring demonstration of leadership qualities.
 - Excellent skills English language (S&W)
- **Desirable**
 - Knowledge of Aerospace regulations and export control requirements
 - Able to work with business and technology stakeholders .
 - ITIL Certified
 - Knowledge of Cloud infrastructure services.

What we offer?

The CAO Metalelektro applies. This consists out of the following:

- A competitive salary;
- when working fulltime (40 hours), you have 29 days of leave and 13 ADV days per year;
- career opportunities;
- a lot of professional, personal growth and freedom



Additional Information

This position is open internally and externally. Are you interested? You can send your cover letter and resume to Milco Hendrix, IT Manager, Milco.Hendrix@fokkertechniek.com.