

Opportunity for a Service Delivery Manager

Join the dynamic and multicultural team behind one of the largest top-level domains in the world, .eu (also available as .euo and .eu)!

Our human-sized, tech-oriented, not-for-profit organization is dedicated to managing, operating and promoting the .eu TLD with a mission to provide high-quality, secure, and accessible services to millions of users across the EU and beyond. We are constantly pushing the boundaries with cutting-edge technology and innovative solutions.

Operating .eu, since its creation in 2003, EURid has built a very strong technical expertise in the Top-Level Domain Registry industry. EURid is transforming to adapt better in a highly regulated yet fast-evolving tech environment, with new threats and opportunities rising every day. Today EURid Technology department is embarking on an agile transformation journey, reviewing and adapting its service and software delivery model.

As a Service Delivery Manager at EURid you will play a pivotal role in the successful and timely delivery of new features and services by managing cross-team activities, aligning dependencies. This position requires a seasoned professional with a proven track record in IT project management, delivery planning, dependency management, and coordination across teams.

Responsibilities:

- **Delivery Planning:** Develop a comprehensive Feature Delivery Plan, outlining the steps required to deliver features from ideation to deployment.
- **Agile Transformation Leadership:** In cooperation with the Team leaders, lead the EURid transition to an Agile SDLC, promoting Agile principles and practices across all teams.
- **Dependency Management:** Identify and document all dependencies that could impact the delivery of features. Collaborate with relevant teams to manage these dependencies effectively.
- **E2E Timely Delivery of Features:** Coordinate end-to-end timely delivery of features by orchestrating activities across multiple teams and stakeholders.
- **Stakeholder Engagement:** Liaise with stakeholders, including senior management, to ensure clear communication of project goals, progress, and outcomes.
- **Strategic Planning:** Develop and implement project delivery strategies that align with the stakeholders' expectations and the organization's objectives.
- **Risk Management:** Monitor and manage IT risks related to feature delivery, ensuring proactive resolution and contingency planning.
- **Quality Assurance:** Ensure that all projects adhere to the highest quality standards and Agile best practices.
- **Performance Monitoring:** Track project performance using appropriate tools and techniques, providing regular status reports to the technical manager and other stakeholders.
- **Team collaboration:** Work closely with team leads to ensure efficient resource allocation and optimal utilization, without direct supervision responsibilities.
- **IT Operations Management:** Oversee systems and infrastructure operations, ensuring alignment with ITIL or IT4IT frameworks for service management and operational excellence.
- **Continuous Improvement:** Foster a culture of continuous improvement by identifying lessons learned and implementing best practices in Agile project management and IT operations.



EURid vzw
Telecomlaan 9
1831 Diegem BELGIUM

RPR Brussel
VAT BE 0864.240.405



jobs@eurid.eu



+32 (0)2 401 27 50



www.eurid.eu

Qualifications:

Education & Experience:

- Degree Education: Bachelor's or master's degree in computer science, information technology, business administration, or a related field.
- Experience: Minimum of 10 years of experience in IT project management, with at least 3 years in a senior leadership role. Proven experience in leading Agile transformations.
- Knowledge of regulatory and compliance requirements relevant to the IT or Telco sector, or previous experience in the domain name industry is a strong asset.
- Certifications: PMP, PRINCE2, Agile, Scrum Master (CSM), ITIL, IT4IT, or other relevant project management and IT service management certifications are a plus

Professional skills:

- Project Management: Proven experience in managing IT projects, ensuring delivery on time, within scope, and on budget within a matrixial organization system.
- Agile Methodologies: Expertise in Agile project management (Scrum, Kanban) and transition to Agile SDLC.
- Feature Delivery Planning: Experience in developing comprehensive feature delivery plans, including dependency management and orchestration of team activities.
- Proficiency in using Atlassian's Jira and Confluence to manage tasks, track project progress, and enhance collaboration across teams.
- Strong knowledge of ITIL or IT4IT frameworks for IT service management and operational excellence.
- Risk Management: Ability to identify, assess, and mitigate IT risks, ensuring timely resolution.
- IT Infrastructure: Deep understanding of IT infrastructure, software development, and system integration.
- Understanding of internet architecture principles, including Domain Name System (DNS).
- Familiarity with regulatory requirements, including NIS2 and other relevant IT sector regulations is a plus.

Soft Skills:

- Leadership: Strong leadership skills with the ability to inspire and guide cross-functional teams toward successful delivery without direct supervision responsibilities.
- Time Management: Exceptional organizational skills with the ability to manage multiple projects and priorities effectively.
- Collaboration: Ability to work collaboratively across teams and foster a cooperative team environment.
- Communication: Excellent verbal and written communication skills, ensuring clear and effective engagement with stakeholders at all levels.
- Adaptability: Experience in managing and adapting to multicultural environments, leveraging diverse teams and perspectives.
- Conflict Resolution: Skilled in managing conflicts and ensuring resolution.
- Problem Solving: Strong analytical and decision-making skills with the ability to tackle complex issues and provide practical solutions.
- Fluent in English



European Registry for Internet Domains



EURid vzw
Telecomlaan 9
1831 Diegem BELGIUM

RPR Brussel
VAT BE 0864.240.405



jobs@eurid.eu



+32 (0)2 401 27 50



www.eurid.eu


EURid is committed to providing a dynamic and flexible work environment that promotes a healthy work-life balance for its diverse workforce, including hybrid work, competitive compensation packages and extended learning programs. Additional benefits to our compensation package include a personal company car, meal vouchers, a comprehensive group and health insurance plan and extra holidays.

EURid is the perfect place for you to grow both personally and professionally. So don't miss this exciting opportunity to join the friendly team behind the .eu / .eu / .eu top-level domains! Send your details, or contact us, via [jobs\[at\]eurid\[dot\]eu](mailto:jobs[at]eurid[dot]eu). And take your career to the next level.



 EURid vzw
Telecomlaan 9
1831 Diegem BELGIUM

RPR Brussel
VAT BE 0864.240.405

 jobs@eurid.eu

 +32 (0)2 401 27 50

 www.eurid.eu