

**Sanoma Learning is a leading European provider of learning solutions in print and digital format. Our solutions bring better learning outcomes to pupils and support teachers in their daily work. Sanoma Learning is part of Sanoma which is a front runner in consumer media and learning in Europe.**

**Sanoma Learning consists of seven companies which operate in six European countries. These local learning companies, Van In (Belgium), Sanoma Pro (Finland), NTK/Perfekt (Hungary), Malmberg (the Netherlands), Young Digital Planet and Nowa Era (Poland) and Sanoma Utbildning (Sweden), are among the best in their own markets. Most of them are clear market leaders. Together these companies form a strong European learning player that combines high quality personalized learning content and efficient teacher workflow solutions for its customers' advantage.**

Sanoma Learning ICT Shared Service Centre (ICT SSC) is responsible for the development and maintenance of the ICT infrastructure and business applications (core is SAP) to enable the core business processes and enhance our innovative ambitions.

To support us in realizing our ambitions, we are looking for a fulltime:

## **Service Coordinator**

Within ICT SCC, the Business Continuity team is responsible for running, optimizing and supporting services provided by IT to the business in a cost effective manner. The team is responsible for continuously decreasing the unit cost of IT and for managing user satisfaction. It further maintains and updates a list of services provided by IT to the business for all lifecycle stages.

The Service Coordinator, member of the Business Continuity team, monitors the execution by IT suppliers of agreed operational services and monitors the resolution of incidents and service requests. He/she has a coordinating role in solving incidents when more parties are involved. Furthermore, the position develops, analyses and discusses service level reports, and provides guidance to key users in business applications. He/she reports directly to the Manager Business Continuity.

### **Job description**

- Ensuring regular supplier operational performance reporting and reviews to agreed terms.
- Analyzing day-to-day service performance to develop a good understanding of service deliveries.
- Performing periodical reviews together with demand and service delivery stakeholders.
- Conducts monthly service review meetings with involved internal and external stakeholders.
- Initiating service improvements, translating these into actions and monitoring the progress of these actions.
- Ensuring smooth operational service processes by monitoring and guiding the processes.

### **Profile**

- Higher education degree or equivalent in IT and Business Administration.
- At least 5 years of experience in a similar role.
- Generic knowledge of the core business processes (M&S, SCM, FiCo, HR).
- Solid experience with managing service providers and developing service reports.
- Experience in working in an international environment .
- Expert knowledge of IT service management (ITIL and COBIT).
- Excellent social and communication skills.
- Fluent in English, written and verbal.

**Offer**

We offer you an interesting and diverse position in a result oriented team with a high degree of independence and responsibility. You will work with professional colleagues in an informal, dynamic and pleasant working atmosphere. The position is located at the international head office of Sanoma Learning, based in 's Hertogenbosch, the Netherlands.

**Interested?**

Please send your CV and motivation letter before August 14 to [recruitment.learning@sanoma.com](mailto:recruitment.learning@sanoma.com).  
More information about Sanoma Learning can be found at [www.learning.sanoma.com](http://www.learning.sanoma.com).

*Acquisition in response to this vacancy will not be appreciated.*