Manager IT Operations

A mission that matters

To achieve its climate goals, the Netherlands is committed to achieving carbon-free electricity. Nuclear Energy Organisation Netherlands (NEO NL) contributes to this by building and operating two new nuclear power plants, on behalf of the government. It is one of the most ambitious energy projects the Netherlands has ever seen. At NEO NL, your work will directly contribute to this national ambition and make an impact that lasts for decades. To make this assignment a success, we need extraordinary people. People like you.

For the start-up phase of NEO NL, we are looking for: **Manager IT Operations**

Your assignment

As Manager IT Operations, you ensure a secure, stable and demonstrably controlled IT infrastructure for an organisation preparing the procurement, construction, operation and eventual decommissioning of new nuclear power plants. You set up the IT Operations department based on a service integration model. Products and services are procured from external suppliers, and you steer on what they deliver. In 2026 and 2027 the new IT foundation will be tendered and implemented. Together with NEO NL's IT transformation team you put it in place, while managing the current temporary services from EZK/DICTU until they move to the new vendors for cloud, networking, security, workplace, mobile and SIAM in 2027. You report to the Head of IM/IT (CIO), are part of the IM/IT management team and lead a team of professionals.

- **Coherence.** You connect project results, applications and digital services to the infrastructure and workplace in a way that respects architecture principles and safeguards compliance. As the accepting party, you take new applications, hardware and services into operation against agreed acceptance criteria.
- **Standards.** You set up secure, auditable and scalable technical standards for the IT Operations domain, based on the architecture and information security standards.
- **Organisation.** You help shape the processes, information, systems and organisation of the IT Operations department.
- **Cyber security and privacy.** You ensure the technical setup complies with the information security and privacy policy, have risk analyses and audits carried out, and draw up the annual information security plan with the CISO. Incidents are registered, analysed and reported to the CISO or the privacy officer.
- **Vendor management.** You ensure security, continuity, privacy and compliance requirements are demonstrably translated into contracts, SLAs, security schedules and operational controls, and monitor IT suppliers' compliance. You coordinate the procurement of IT infrastructure, direct the partly outsourced infrastructure management, including telephony, and work with service delivery managers on structural solutions for recurring issues.
- **Governance.** You shape ownership, roles, decision rights, quality controls and escalation.
- **Continuity.** You are responsible for the continuity and recoverability of IT services, from RTO/RPO and disaster recovery to backup and restore, failover and periodic recovery tests.
- **Budget.** You steer on performance, contract agreements and licences, translate these into budgets and manage, within your mandate, the budget for infrastructure, office automation and IT Operations information security.

Your background and experience

- A relevant bachelor's or master's degree. With a bachelor's degree, you demonstrably

work and think at master's level.
•At least five years of experience setting up and managing complex, business-critical or regulated IT environments, outsourcing or service integration organisations and large IT transitions.
•At least five years of demonstrable experience with international information standards, laws and regulations and government sovereignty requirements.
•Experience with strategic and operational roles, ownership, processes, quality assurance and compliance in the IT landscape.
•Excellent Dutch, professional English, and availability to work at the office at least three days a week.
•Willing and able to meet confidentiality, Certificate of Conduct (VOG), screening and information security requirements.

We also value if you have:

•Experience in energy, nuclear, infrastructure or capital-intensive assets.
•In-depth experience managing an IT Operations department with a service integration team and many IT partners.
•Experience advising and supporting decision-making in a ministerial or comparable political-administrative environment.
•Experience with international suppliers, teams, standards and English-language documentation.
•Experience building and managing an organisation, transition teams and a line organisation.
•Knowledge of or certification in ITSM frameworks, information security, privacy and records management, such as ISO 27001 and the GDPR.
•Knowledge of standards and frameworks such as ITIL, BIO, TOGAF, ArchiMate, IAEA guidance and lifecycle standards like ISO 19650.

Competencies

•**Strategic thinking.** You oversee the long term, dependencies and risks, and turn complexity into choices the organisation can act on.
•**Connecting leadership.** You give direction without relying only on formal authority and create ownership in your team and among your suppliers.
•**Political sensitivity.** You recognise interests, mandates, timing and decision-making routes, and give independent advice.
•**Safety awareness.** You work accurately, traceably, with integrity and risk-based, as a nuclear environment demands.
•**Pragmatism.** You deliver workable frameworks, decisions and real improvements, also when priorities shift in an organisation that is still being built.

What we offer

•A strong and committed team – Become part of a diverse and ambitious team of professionals who share a common goal and mission.
•A culture of trust and ownership – We believe in responsibility, collaboration, open communication, and a safe working environment.
•Dynamic environment – Experience the energy of building a new organisation step by step, and two nuclear power plants that will help the Netherlands for many decades from now.

About the organisation

NEO NL is a state-owned company. Our mission is clear: deliver long-lasting nuclear energy solutions that support the Dutch ambition of climate neutrality. With unmatched standards of quality and safety, and driven by deep expertise and responsibility, we are creating a resilient energy system while advancing nuclear knowledge for generations to come. At NEO NL, you won't just have a job, you will have a once in a lifetime opportunity

to ensure the Netherlands becomes less dependent on fossil fuel, and to have clean and reliable energy for generations to come. You will be part of an ambitious, supportive, and international team, working at the forefront of policy, technology, and society. This is your chance to make history. Join us and be part of something that lasts.

Work location: The Hague, hybrid with at least three days a week at the office.

Want to know more? Want to know more? Contact our Talent Acquisition Specialist, Abel Willemse, at a.h.j.willemse@minezk.nl. More information: www.neonl.com.

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