

26730 - Service Level Manager

Location: Braine-l'Alleud, Belgium.

Period: 836 (start on 07 Dec. 2026)

Deadline: 03 Nov. 2026

Duties/Roles:

- Responsible for monitoring end to end provision of services, ensuring that all Service Delivery entities are properly engaged in the delivery of services and providing value;
- Establishes necessary communication with Service Delivery Managers, Customers, Account Managers, Data Analysts and any other stakeholders;
- Contributes into SLA preparation and negotiations;
- Develops KPIs and associates with the SLA target levels;
- Communicates with SDMs, customers and any other stakeholders and maintaining common agreement;
- Manages Agency wide KPI Catalogue;
- Encourages collaboration between Service Delivery entities and performs proactive customer reviews in cooperation with Demand Management and the Service Owners;
- Main point of contact to the customer for any activities related to the Service Levels;
- Makes sure that agreed KPIs are monitored and reported;
- Translates the KPI requirements into technical terms so that KPI reporting can be automated;
- Provide guidance to the stakeholders.

Skills, Knowledge, Experience Required:

Mandatory:

- The candidate must have a currently active NATO SECRET security clearance
- A university degree in a relevant scientific or engineering discipline equivalent to a BSc or 5 years of relevant experience
- Sound knowledge of Service Design, Transition and Operation processes with proved experience on one of these processes;

- Sound knowledge, or experience, on Projects/Programmes/Services management best practices from a lifecycle approach;
- Experience in resource management, including the planning for and allocation of resources in organizations;
- Excellent communication skills. Proven ability to effectively communicate orally and in writing, with good briefing skills;
- Advanced organizational skills and analytical approach to problem solving
- ITIL v3 or higher Certificate.

Required Level of Security Clearance:

NATO SECRET.