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THALES

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Operations Manager - Revenue Collecting Systems

Thales has been involved in Danish projects since 1991 and has established a formal country office in Denmark since January 2015 with the main office located in Søborg. Today, Thales in Denmark employs approx. 120 people and functions as a hub for eight countries in Northern Europe, i.e. Denmark, Sweden, Finland, Iceland, Estonia, Latvia, Lithuania and Ireland.

Locally, Thales provides innovative solutions and advanced technologies within Defence, Ground Transportations and Air Traffic Management.

Thales in Denmark is also, among other things, responsible for implementing and operating Rejsekort in Denmark. Rejsekort is an electronic travel card which is owned by Rejsekort A/S which, in turn, is owned by the Public Transport Operators in Denmark. The idea behind Rejsekort is to make it simple and easy to pay for public transport all over Denmark. Rejsekort is already in operation and covering the major parts of Denmark, with more to come.

We are currently looking for an Operations Manager with extensive documented work experience to join the Revenue Collecting Systems in Thales Denmark A/S.

Reporting to the General Program Manager, the Operations Manager is primarily responsible of ensuring that operational objectives are properly fulfilled on the Travelcard program. The Operations Manager is also responsible for the operational supplier relationships, the business partners as well as operational deliveries and governance towards Rejsekort and Public Transport Operators. The Operation Manager is responsible for overall management of the Operations department teams. Main objective is to provide stable operations within budget and focus on continual business improvements.

Key Responsibilities and tasks:

- Overall management of operational teams covering:
 - Test & Deployment
 - Back Office business processing
 - System & Infrastructure
 - Project and Problem Management
- Maintain team spirit, motivation and professional attitude with all persons involved in the Program. Ensure knowledge level and knowhow throughout the department.
- Be a loyal and firm interface towards our customer and business partners
- Collect, prioritize and solve key issues influencing stable Operations together with our System Delivery organization.
- Deploy and participate in tests for versions, patches and hot fixes delivered by System Delivery organization according to Rejsekort contract and its commitments, while maintaining stable Operation.

- Organize Hardware and System support to maintain highest possible availability for end Users.
- Collect information from end users to push for use of the System.
- Support new business opportunities and Risk Management program. Participate in collection of performance data and contribute to business improvement actions.

Skills and experience:

System & Management competencies

- Experience with multi-country organizations and communication
- Broad IT knowledge
- ITIL framework certified
- Operation of enterprise IT Environments with high volume transactions and high uptime requirement, large scale IT environment/programs

Personal and professional skills

- Leadership. Attitude! You have the ability, recognized inside and outside the organization, to influence and guide other people's behavior. Willingness to empower people, provide feedback, recognize talent and build high-performance teams.
- Communication. Be an excellent communicator with strong negotiating skills and be able to manage both internal and external stakeholders in a seamless fashion.
- Interpersonal skills. Be loyal and reliable. You take full ownership of your work and you excel in the delivery of quality work timely. You are able to develop and maintain interpersonal relationships, to work in teams and to make concise communicate orally and in written form (both in Danish and in English) with internal and external stakeholders.
- Technical understanding. Be able to comfortable translate complex IT matters into language that everyone understands, thereby enabling you to collaborate with other internal teams, Public Transport Organizations, Rejsekort, Sub-vendors and suppliers as well as internal management.
- Decision Making. Be able to make decisions and stay calm in stressful situations.

Thales offer

A possibility to be part of one of the largest projects in Denmark and to work with very professional skilled colleagues - Our employees are our most important asset and we provide an environment that encourages a healthy work/life balance. Your manager will interact with you on a regular basis, ensuring you a career path that suits your needs and ambitions.

Contact and application

If you are interested in the position, please send your CV and motivational letter to bra@europeansearch.dk att: 'Ops Manager - Thales'. If you have any questions please call Brian Ranvits at +45 20 48 05 48

About Thales

Thales is part of a large French multinational company with operations in 50 countries and 68,000 employees, Thales is a world leader in mission-critical information systems for defence and security, aerospace and transportation. Thales has earned particular recognition for its ability to develop and deploy dual civil and military technologies. Leveraging its international operations and spanning the entire value chain from equipment to systems and services. Read more about the company at www.thalesgroup.com Thales Communications & Security (Denmark Branch) is a part of the multinational Company Thales Group. Thales Communications & Security is responsible for implementation and operation of Rejsekort in Denmark. Rejsekort is an electronic travel card which is owned by Rejsekort A/S which in turn is owned by the Public Transport Operators in Denmark.