

Bedrijfsgegevens



Shell IT
International B.V.

De recruiter



Germaine Cooman
Source

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SSW UX - Service Change Project manager

Functie	SSW UX - Service Change Project manager
Locatie	Den Haag
Uren per week	40 uren per week
Looptijd	02.04.2023 - 31.03.2024
Opdrachtnummer	132916
Sluitingstijd	31.03.2024

Rolomschrijving en taakafspraken

Het CV en de motivatie dienen aangeboden te worden in het Engels.

Het CV dient in een Word format aangeleverd te worden.

Upstream plays a key role in funding Shells New Energies business. Within Upstream, the Subsurface and Wells (SSW) user community (comprising of ~4500 users globally) support Exploration and Development of existing and new assets, using various differentiating technologies and industry leading products. IDT-IDSO SSW-HPC-TI Service Operations Management (SOM) is the accountable Operate arm, delivering secure, reliable, sustainable and affordable IT services to the SSW community. The SSW end-user community typically comprises of Geophysicists, Geologists, Reservoir Engineers, Seismic Interpreters and Well Engineers in the Subsurface and Wells disciplines; located in SSW Hubs, Frontier exploration sites and OUs. The SSW-IT Landscape comprises of various in-house digital products, 3rd-party applications, (virtual) desktop and backend infrastructure (on-premise and cloud covering processing, imaging, storage) and various SSW Data-stores including (Open) Subsurface Data Universe (OSDU). Shell Information & Digital

Services and Operations (IDSO) aspires to consistently and thoroughly understand what our users need and the service they experience. We continuously sense user experience and satisfaction so that users get the most out of products, services and technology. By incorporating the best practices of User Experience (UX) into our products and services, we ensure that the user is at the centre of everything we do. SSW USER EXPERIENCE : combination of reactive support, detect & prevent and pro-active end-user facing engagements & improvements on overall SSW services, products and data – either from the office or at home – supporting overall SSW end-user productivity.

We are seeking an SSW User Experience (UX) Service Change manager who will join our global SSW Integration & Support team, to develop and deliver UX ambition using a projectized approach:

- Scope, develop and implement SSW User experience (UX) ambition in SSW SOM
- Define, prioritise and execute UX roadmap (point-A, point-B)
- Covering processes, people, ways-of-working
- Report delivery progress to SSW-SOM and IDT-SSW
- NL based Technical Skills and Experience
- SSW Business experience and End-User requirements from an IT perspective
- User Experience (UX) implementation and/or delivery
- IT Service delivery covering SSW-IT Landscapes
- Project Management / projectized approach
- ITIL experience
- Agile / DevOps ways-of-working Soft skills and Experience
- Exhibit strong leadership skills and demonstrated ability to lead change
- Stakeholder management
- Highly end-user focused with excellent interfacing, being customer focused/minded

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