



VACANCY

Global Head of SRE & IT Resilience

Requirements

- Over 10 years of experience
- With SRE, architecture or engineering management, ITIL processes
- In a context of scale, with high volume and high availability
- And in an international environment
- With strong communication skills

Amsterdam Minimum of 10 years experience



For global bank ING, its exceptionally reliable, technical platform is vital for creating seamless experiences for millions of customers worldwide. The new Global Head of SRE and IT Resilience will enhance and develop ING's reputation as the most dependable and innovative international consumer bank, now and in the future.



ING

ING is a global financial institution headquartered in The Netherlands. They offer retail and commercial banking services to customers in over forty countries. As the banking landscape continues to significantly change, ING is taking a proactive and revolutionary approach, with its Think Forward strategy. ING is leading, rather than responding to, the future changes of banking and finance.

With its future-focused strategy, ING will create a differentiating customer experience, enabled by a streamlined organization, operational excellence and an enhanced performance culture. For example, their My ING app is used by customers twice daily on average. It is one of the top-ten apps in The Netherlands used daily. Last year, their app won the award as the Dutch banking app with the most features and functionalities – in a landscape of highly disruptive fintech platforms.

ING's exceptionally reliable technical platform is one of the most important foundations for creating seamless experiences for millions of customers worldwide, now and towards the future.



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Global Head of SRE & IT Resilience

The new Global Head of SRE and IT Resilience will ensure that all of ING's myriad platforms and applications run as reliably as possible. They will help ING maintain and enhance their reputation as the most reliable and innovative consumer bank. The main challenge is to help ING take necessary next steps to set up resilience patterns, practices, and way of working, and make sure all local entities are aligned with these standards.

Meanwhile, this role ensures compliance with national and supranational finance authorities. The Global Head of SRE will define, productize, implement, and continuously improve ING's global IT processes and solutions with international process leads. They will ensure compliance with regulations and that IT Risk controls are well defined and documented to support their implementation.

With this increased importance of reliability in ING's strategy, this team will need to grow with more FTEs to enhance their knowledge and skills. That's why the Global Head of SRE will build a team of around 30 SREs, and guide two managers to further inspire and lead these highly-skilled professionals. The wider community includes 200+ SRE global engineers.





The Global Head of SRE and IT Resilience reports to the CTO of ING Bank and is a member of the MT for the CTO. In addition, they will work closely with Chief Architects and Domain and Country CIOs, ensuring alignment and buy-in at all levels.

To succeed, this crucial role requires strong technical skills and highly developed organizational sensitivity and communication skills. In a very agile and complex organization, this role will inspire and influence technical (SRE) experts and IT leaders to agree on a specific vision and strategy for the future stability and reliability of the entire ING platform. They will need to also advocate for a broader field of stakeholders on the business side of the financial institution.

A sense of urgency, willingness, manpower and technical building blocks are all already present within ING. The challenge and opportunity will be to connect them to an SRE vision and a strategy that will help ING maintain and leverage its unique position as a frontrunner of innovation and digitization in the world of banking and finance.

This role is an exciting opportunity for a person with great technical know-how and experience, to contribute to the reliability of systems used daily, which play an indispensable role in the functioning of our daily economic traffic. ■

Interested? ING is working with Top of Minds to fill this vacancy. To express your interest, please contact Hayke Tjemmes at hayke.tjemmes@topofminds.com.

