

EUROPEAN SPACE AGENCY

Vacancy in the Directorate of Finance, Controlling and Information Technology

The European Space Agency is an equal opportunity employer
and encourages applications from women

POST

IT Service and Solution Delivery Manager in the ESOC Technical IT Service, Technical IT Infrastructure Support Division, Information Technology Department, Directorate of Finance, Controlling and Information Technology.

This post is classified in the A2–A4 grade band on the Coordinated Organisations' salary scale.

LOCATION

ESOC, Darmstadt (Germany).

DUTIES

Under the direct authority of the Head of the ESOC Technical IT Service, the IT Service and Solution Delivery Manager will be responsible for the delivery of business-critical IT services and 'end-to-end' IT solutions on behalf of Customer Directorates, enabling ESA to successfully operate its Technical IT infrastructure.

The postholder will be responsible for:

- managing Service Contracts (engineering, maintenance and operations);
- managing the Engineering Activities and Projects intended to implement IT solutions and services ready to be operated, and responding to customer requirements regarding technical IT infrastructure and services, within agreed cost and schedule;
- managing the related procurements in a timely and effective manner and managing all related risks;
- managing the customer acceptance process and handover to the entities responsible for IT operations.

Specifically, and when appointed as an IT Project Manager, the incumbent will be responsible for:

- generating engineering activities/project proposals and the resulting activities/project plans and subsequently managing activities/projects in accordance with the approved plans and the final delivery of activity outputs to the customer;
- generating Statements of Work and negotiating with suppliers and acting as Technical Officer with respect to contract or contract change notices with suppliers, including the acceptance of deliverables and handover to operations;
- generating progress reports for customers and line management.

Specifically, and when appointed as Service Manager, the postholder will be responsible for:

- ensuring the Service operates in compliance with the performance SLA (Service Level Agreement) and the agreed level of service is achieved;
- integrating IT services into a coherent end-to-end service management process, ensuring continual improvement and handling service-related exceptions and escalations;
- taking mitigation actions in case of non-fulfilment of agreements;
- contributing to the development of the maintenance budget together with the business/finance organisation;
- supporting the preparation of outsourcing activities: defining Service requirements, TEB (Tender Evaluation Board), contract negotiation, definition of SLAs, Operational Level Agreement (OLAs) contracts and Key Performance Indicators (KPIs).

The IT Service and Solution Delivery Manager will ensure that proper use is made of the corporate and technical IT services and solutions, and will contribute to developing and maintaining a departmental pool of technical experts on core IT disciplines. The incumbent will also ensure that ESA and departmental security policies, standards and guidelines are properly implemented.

As needed, the IT Service and Solution Delivery Manager will support projects and services in their area of competence and carry out any other tasks to meet the responsibilities of the ESA Information Technology Department.

QUALIFICATIONS Applicants for this post should have a Master's degree or equivalent qualification in the information/communications technology (ICT) domain. Several years of in-depth experience are required in the following information technology domains: LAN and WAN communications, IT security, computer systems, service automation. Experience in management of IT projects, IT operations and service management (preferably under ITIL) is required, including incident and problem management. A demonstrated proactive approach to continuous service improvement would be an asset.

The successful candidate will have strong results-oriented and planning capabilities, coupled with very good problem-solving skills and a pronounced customer focus.

Applicants should have good communication and negotiation skills, be able to work in a diverse team environment and accomplish goals in line with team objectives.

Candidates must be eligible for security clearance by their national security administration.

The working languages of the Agency are English and French. A good knowledge of one of these languages is required. Knowledge of another Member State language would be an asset.

CLOSING DATE The closing date for applications is **3 September 2015**.

Applications from external candidates for this post should preferably be made [online](#) from the ESA website (www.esa.int/careers). Those unable to apply online should submit their CVs to Human Resources, ESOC, Robert-Bosch-Str. 5, D-64293 Darmstadt, Germany.

ESA staff members wishing to apply should fill in the [Internal Application Form](#) and email it to [Apply2ESOC](#).

The Agency may require applicants to undergo selection tests.

Please note that applications are only considered from nationals of one of the following States: Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden, Switzerland, the United Kingdom and Canada.

Priority will first be given to internal candidates and secondly to external candidates from under-represented Member States.

In accordance with the European Space Agency's security procedures and as part of the selection process, successful candidates will be required to undergo basic screening before appointment.