

EUROPEAN SPACE AGENCY

Vacancy in the Directorate of Internal Services

ESA is an equal opportunity employer, committed to achieving diversity within the workforce and creating an inclusive working environment. Applications from women are encouraged.

- POST** IT Service Manager in the Information Systems Services Section, Infrastructure and Application Services Division, Information Technology Department, Directorate of Internal Services.
- This post is classified in the A2–A4 grade band on the Coordinated Organisations' salary scale.
- LOCATION** ESTEC, Noordwijk (Netherlands).
- DUTIES** The IT Service Manager is in charge of ensuring end-to-end execution of processes and tasks relevant to the provision of IT infrastructure and information systems covering the domains of the IT workplace, communications, security, mobility and corporate applications services.
- The tasks will include:
- ensuring the Service operates in compliance with performance Service Level Agreements (SLA) and the agreed service level is delivered; i.e. monitoring, analysing and ensuring service-provider compliance with the SLA and specific contractual clauses, managing solution operations;
 - ensuring ongoing improvement, handling service-related exceptions and escalations;
 - managing the definition of SLAs, Operational Level Agreement (OLA) contracts and Key Performance Indicators (KPI); i.e. defining service requirements, negotiating SLAs/OLAs;
 - defining, implementing and managing IT service projects from conception to final delivery, including the planning of maintenance and user support;
 - achieving optimal results, conforming to standards for quality, safety and sustainability, complying with defined scope, performance, costs and schedule; organising, coordinating and leading project resources (including outsourced resources), supervising project progress, circulating and distributing information from the project owner/customer, ensuring specification-compliance, updating the project to changing circumstances;
 - taking mitigation action on non-fulfilment of agreements, managing risk, reporting to the appropriate governance boards;
 - reporting as an activity manager when entrusted with such responsibility, supporting the Account Manager in the negotiation of agreements with the various business units, contributing to building relationships with customers to facilitate the delivery of IT services and identifying opportunities to add business value.

For contracts entrusted to the postholder as a Technical Officer, ensuring that contracted providers adhere to all terms & conditions, monitoring and ensuring execution of contractual clauses (including penalties, incentives, options, etc.), renegotiating changes to the scope, service-level and pricing, in line with Department strategy and in conjunction with the ESA Contracts Office.

QUALIFICATIONS

Applicants for this post should have a Master's degree or equivalent qualification in a relevant IT discipline.

At least 5 years' experience in managing insourced and outsourced services at large organisations, preferably in the applications area, is a prerequisite; ITIL certification in Service Management would be an asset.

An aptitude for effective communication and collaboration in an international environment, self-motivation and team-working capabilities with minimum supervision will be essential.

Candidates should have strong customer orientation, coordination and negotiation skills, problem-solving capabilities and be proactive.

For behavioural competencies expected from ESA staff in general, please refer to the [ESA Competency Framework](#).

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

CLOSING DATE

The closing date for applications is **1 March 2017**.

Applications from external candidates should preferably be made [online](#) from the ESA website (www.esa.int/careers). Those unable to apply online should submit their CV to Human Resources, ESTEC, Keplerlaan 1, 2201 AZ Noordwijk ZH, The Netherlands.

ESA staff members wishing to apply should fill in the [Internal Application Form](#) and email it to [Apply2ESTEC](#).

The Agency may require applicants to undergo selection tests.

If you require support with your application due to a disability, please email contact.human.resources@esa.int.

Please note that applications are only considered from nationals of one of the following States: Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, 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.