Job Title: IT Service Architect

Req ID **381** - Posted **24/05/2017**

esa

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 Architect
This post is classified A2 - A4 on the Coordinated Organisations' salary scale.

Location
ESTEC, Noordwijk, The Netherlands
The location of this post is ESTEC, Noordwijk (Netherlands). However the incumbent will be initially assigned to ESRIN, Frascati (Italy) for a period between six months and a maximum of two years.

Description
IT Service Architect in the IT Service Delivery and Operations Support Section, Infrastructure and Application Services Division, Information Technology Department, Directorate of Internal Services. Initially assigned to ESRIN, Frascati (Italy) for a period between six months and a maximum of two years, the postholder will work on the transitioning of the Service Management, which will be ultimately managed from ESTEC.

Duties
The IT Service Architect ensures compliance with ESA and departmental strategy and policies, technological standards and guidelines in the area of Service Integration, Service Management and Business Continuity.
Tasks include:
- specifying IT solutions to solve specific relevant domain issues and customer needs;
- designing, integrating and implementing the architecture of IT Service Management solutions according to customer needs;
- ensuring the integrity, security and consistency of any element of the overall service architecture and its evolution;
- participating in project definition, specifications and implementation of new products/services and/or their enhancements, in the assessment and choice of IT solutions and related customer consultations and in the elaboration and maintenance of roadmaps for future projects;
- ensuring technology watch to support understanding of how new IT Service solutions add value to a business;
- anticipating and bringing to maturity IT projects by the introduction of appropriate IT technology and Service Management models;
- providing advice on how to optimise the use of existing IT tools and systems, recommendations for developing and implementing technological solutions and expert support for domain-related aspects;
- acting as a bridge between evolution, operations and Service Management to provide relevant information to service managers, project managers or other functions to support the insertion of new solutions into the service;
- performing any other activities as deemed appropriate to cope with emerging needs within the IT Department;
- ensuring that operating level agreements are negotiated and implemented and that the Service Management Manual is kept up to date;
- being a member of the IT Architecture Board;
- for contracts entrusted to the incumbent, the latter acts as ESA Technical Officer.

Technical competencies
Business continuity management
IT architecture design
IT service management
IT technology awareness
Project and technical management

Behavioural competencies
Communication
Planning & Organisation
Results Orientation
Teamwork
Problem Solving

Additional requirements
Several years' professional experience in specifying, designing, and managing IT services in one or more of the domains required (Workplace, Networks, Telecommunications, Enterprise Applications, Cloud Services/Virtualisation, Service Management) with customer accountability for performance and satisfaction.
Knowledge and experience of set-up, implementation and management of ITIL frameworks, performance management systems based on service level agreements, Business Continuity programmes, in both insourced and outsourced environments, are required.

Education
Applicants for this post should have a Master's degree or equivalent qualification in a relevant IT discipline. Certifications in ITIL (Expert Level) would be an asset and in Business Continuity Management desirable.

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 is required.
Knowledge of another Member State language would be an asset.

The closing date for application is **20 June 2017**.

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 and Slovenia.

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.