

Job Title: ICT Engineer

Req ID 541 - Posted 25/07/2017



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 ICT Engineer

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

Location
ESOC, Darmstadt, Germany

Description

This post is located in the IT Support to Mission Operations and Exploitation Section, Security and Specialised Services Division, Information Technology Department, Directorate of Internal Services. The postholder will initially be assigned as integrated support to Mission Operations IT (MOI-IT) and the Operations Control Centre (OCC) Section, Mission Operations Department, Directorate of Operations and will report to the Head of the MOI-IT and OCC Section.

Duties

Tasks and responsibilities include:

- Specification of the Mission Operations Infrastructure IT requirements in close cooperation with customers, as well as contribution to creation of the related investment roadmap;
- Ensuring the provision of Mission Operations IT services or routine and critical mission operations supported at ESOC, including launch preparation services, and of the day-to-day interface with customers/missions;
- Ensuring the maintenance, sustainability and evolution of MOI-IT services and related facilities;
- For larger MOI-IT related implementation and reconfiguration projects, preparing and managing corresponding procurement activities with industry and acting as project manager;
- Steering of and/or participation in working groups and governance bodies related to the evolution of the infrastructure and of the services provided;
- Managing as Technical Officer/Technical Manager service contracts (engineering, maintenance and operations) as required for assigned roles, in particular to ensure service delivery in accordance with agreed SLAs.

The postholder will liaise with all flight operations teams and missions managers at ESOC, engineering department representatives, and internal service providers in of site, OCC and IT services.

In addition to the above mentioned tasks, the post holder will, as Solution Delivery Manager, be responsible for execution of the MOI-IT investment plan's sustainable and new investment activities, or delivering solutions, associated processes and services, from transfer to operation, as well as for coordinating the resources assigned to the short-term MOI-IT investment plan.

Furthermore, the post holder may be responsible for the sourcing and availability of appropriate assets and services provided by third-party and internal suppliers in accordance with MOI-IT end-to-end service delivery objectives.

To maintain the link with the parent Directorate and contribute to the transfer of technical knowledge and lessons learned across the Agency, the postholder will participate in periodic meetings with the parent Section.

Technical competencies

Computer systems engineering
Service Automation
Network Communications
Project and technical management
Management of service contracts
IT service and operations management
Information Technology security

Behavioural competencies

Planning & Organisation
Problem Solving
Results Orientation
Teamwork

Additional requirements

Applicants are required to have several years of in-depth experience in the above-mentioned information technology domains. A demonstrated proactive approach to continuous service improvement would be an asset.
Candidates must furthermore be eligible for security clearance by their national security administration.

Education

University degree at Master's level in Information and Communications Technology (ICT).

Other information

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 Agency may require applicants to undergo selection tests.

The closing date for applications is 5 September 2017.

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.