

Job Title: IT Customer Interface Manager

Req ID 5141 - Posted 25/01/2018



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 Customer Interface Manager

This post is classified A2-A4 on the Coordinated Organisations' salary scale.
Recruitment will normally be at the first grade in the band (A2); however, if the candidate selected has little experience, the position may be filled at A1 level.

Location
ESTEC, Noordwijk, The Netherlands

Description

IT Customer Interface Manager in the IT Support to Mission Operations and Exploitation Section, Security & Specialized Services Division, Information Technology Department, Directorate of Internal Services.

The Customer Interface Manager, operating in support to a specific customer directorate, will be responsible for analyzing customer requirements and translating them into ICT services and solutions. She/he is the main interface of the customer in all activities throughout the entire lifecycle of the ICT systems, being responsible for the end-to-end technical IT service provided.

Duties

The incumbent will be responsible for:

- contributing to the general functional requirements of the customer organization in the area of ICT solutions;
- identifying areas where information system changes are needed to support customer business plans, and monitoring the impact in terms of change management;
- proposing possible ICT solutions (corporate or bespoke) to answer customer requirements and compliant with the customer ICT strategy;
- building requirements, specifications, business processes and the business case related to the proposed solutions;
- managing and implementing ICT evolution activities, guided by the needs, costs and plans agreed with the customer;
- ensuring quality of delivery and internal user satisfaction.

As needed, the Customer Interface Manager will act as Service Manager or Project Manager, supporting projects or services in their area of competence and any other duty to fulfill the mission of the ESA Information Technology Department.

The post holder shall liaise and work with the responsible roles in the IT department to ensure that ESA and departmental security policies, standards and guidelines are always considered and taken into account when implementing new IT products or services.

For the contracts entrusted to him / her as ESA Technical Officer, ensures that contracted providers adhere to all terms and conditions, monitors and ensure execution of contractual clauses (including penalties, incentives, options etc.), renegotiates changes to the scope, service levels and pricing, in line with the departmental strategies and in cooperation with the ESA contracts office.

Technical competencies

Data management technology
Data mining
Data modelling and database design
Information technology security
IT service management
Network communications
Project and technical management

Behavioural competencies

Systems & Broader Business Thinking
Customer Focus
Relationship Management
Problem Solving
Results Orientation
Teamwork
Planning & Organisation

Education

Applicants for this post should have a Master's degree or equivalent qualification in a relevant IT and/or Computer Science field.
Certification/Specialisation studies in Data Science and Big Data analytics areas, and IT in the field (i.e. ITIL, PMI, Prince2, Agile) would be consider an asset.

Additional requirements

Knowledge in the fields of Data Science, deep learning technologies, artificial intelligence.

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 23 February 2018.

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.

According to the ESA Convention the recruitment of staff must take into account an adequate distribution of posts among nationals of the ESA Member States. Priority will first be given to internal candidates and secondly to external candidates from under-represented Member States when short-listing for interview. (<http://esamultimedia.esa.int/docs/careers/NationalityTargets.pdf>)

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.