

Job Title: Head of Security and Shared Infrastructure Services Division

Req ID 6961 - Posted 13/07/2018



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

Head of Security and Shared Infrastructure Services Division
This post is classified A5 of the Coordinated Organisations salary scale.

Location

ESOC, Darmstadt, Germany

Description

Head of Security and Shared Infrastructure Services Division, Information Technology Department, Directorate of Internal Services. The Security and Shared Infrastructure Services Division is responsible for providing shared services, solutions and professional advice in the areas of common IT infrastructure and cybersecurity across the Agency to enable service delivery of application and end user services, as well as supporting other Directorate needs for shared services. The responsibilities will be discharged in close collaboration with the relevant internal or external customer communities and through shared governance models.

Duties

Leading a team of staff, contractors and service-providers with a customer-funded budget of approximately " 25 m/yr, the postholder will be responsible, across the Agency, for:

- providing services to establish, operate, maintain, update, evolve and support corporate and common ICT infrastructure solutions;
- providing ICT security advisory and support services in support of internal Department customers and customer Directorates;
- brokering of common ICT services and solutions to internal Department customers and customer Directorates;
- professional ICT infrastructure, software and computing advisory services to customer directorates;
- cybersecurity emergency response services to the whole Agency;
- cybersecurity awareness and training services;
- IT security roles for the Agency's corporate applications and network according to the Agency's Security Directives.

Leadership competencies

Developing & motivating people
Fostering cooperation & effective team-working
Strategic vision & business context
Driving performance
Leading change

Technical Competencies

Service portfolio management and service design
Cloud computing architectures and delivery models
Hybrid IT architecture management
Business continuity management
IT service and operations management
Network communications
Computer systems engineering
Information technology security

Behavioural competencies

Customer Focus

Relationship Management
Problem Solving
Results Orientation
Planning & Organisation

Education

Applicants should have a Master's degree or equivalent qualification in a relevant IT and/or computer science field.

Additional requirements

Candidates should have at least 15 years' professional experience in leading roles at a service-oriented organisation centered around customer needs. They should have had partnership relationships with suppliers, operating in an environment that accepts risk and pursues innovation. They need to possess strong social, relationship, empathic and listening skills and an exceptional ability to understand the core needs of customers. Candidates should be fully committed and convinced that teamwork and team spirit provide the best solutions and be able to take prime responsibility for the products and services they deliver.

Candidates should preferably have previous experience in:

- management positions leading teams that design and/or deliver cloud services to clients
- designing and marketing services to technical clients
- continuous service improvement
- defining infrastructure sourcing strategies and managing large contracts
- working in large organisations or with providers who implemented service oriented infrastructures with use of modern technologies (SDx, AIOps, microservices, containers, commercial or open source PaaS and IaaS, edge computing, etc.)
- some security responsibility as an additional role

As a general requirement for any position at managerial level within ESA, candidates are expected to have:

- proven experience of leading, motivating and developing a team
- the ability to provide strategic direction to the individuals and teams within the Division and relate team objectives to the overall and evolving organisational goals and context
- the ability to drive performance and foster cooperation within and across teams throughout the organisation
- demonstrated excellent leadership, relationship management and communication skills, both oral and written
- excellent cognitive, analytical, delegation, planning and organisational skills
- the ability to anticipate problems, solve complex issues and relate situations to their context
- the ability to reach solution-oriented, pragmatic and timely decisions of high standard and integrity as well as to support others (team members, upper management, other stakeholders) in this process.

Previous experience of managing managers and multiple teams, as well as experience outside of the candidate's home country and in diverse functional areas relevant to ESA's activities, is an asset.

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 24 August 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, Slovenia, Spain, Sweden, Switzerland, the United Kingdom, 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. When short-listing for an interview, priority will first be given to internal candidates and secondly to external candidates from under-represented Member States.

(<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.