

# Job Title: Head of the Application Services Division

Req ID 7061 - 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 the Application Services Division

This post is classified A5 of the Coordinated Organisations salary scale.

### Location

ESRIN, Frascati, Italy

### Description

Head of the Application Services Division, Information Technology Department, Directorate of Internal Services.

The Division is responsible for providing end-to-end IT services dedicated to establishing, developing, operating, maintaining, evolving and supporting corporate application solutions and services across the Agency. The Head of Division's role entails close interaction with owners of business processes from design to operations and throughout the entire lifecycle via a product-oriented approach.

Responsibilities include supporting process owners in implementing digitalisation of their processes through automation, reengineering and change management. These responsibilities will be carried out by making use of common infrastructure and services.

### Duties

Leading a team of staff, contractors and service providers with a customer-funded budget of approx. " 25m/yr, the incumbent will be responsible for:

- designing solutions in line with the needs of process owners or other identified customer reps;
- developing, customising or acquiring software solutions to support corporate process automation or digitalisation in close cooperation with process owners or other identified customer representatives;
- operating and maintaining corporate applications in line with service level agreements;
- enhancing and upgrading corporate applications as required;
- providing customer support services to internal and external customers;
- supporting customer organisations in adopting IT solutions to automate their processes.

### Technical competencies

ERP solutions knowledge

Information technology security

IT business process design

IT service and operations management

Knowledge of business process improvement and business change management

Knowledge of SAP solutions

Management of service contracts

Experience and knowledge in architectural design and application development

### Leadership competencies

Developing & motivating people

Fostering cooperation & effective team-working

Strategic vision & business context

Driving performance

Leading change

## Behavioural competencies

Customer Focus  
Results Orientation  
Problem Solving  
Planning & Organisation  
Relationship Management

## Education

Applicants should have a Master's degree or equivalent qualification in a technical field, possibly in information technology, computer science and/or engineering

## Additional requirements

Candidates should have at least 15 years professional experience in leading roles in a service-oriented organisation centred around customer's needs. They should have used agile development methods for several years and multiple projects, had partnership relationships with suppliers and operated in an environment that accepts risk and pursues innovation.

Candidates should possess strong social, relationship, empathy and listening skills and have an exceptional capability to understand the core needs of customers. They need to be fully committed to and convinced of teamwork and team-spirit effectiveness and be able to take prime responsibility for the products and services they deliver. They need to be able to effectively manage change for acceptance, adoption and effective use of technology.

In addition, candidates should 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, oral and written;
- excellent cognitive, analytical, delegation, planning and organisational skills;
- the ability to anticipate problems, solve complex issues and relate situations to context;
- the ability to reach solution-oriented, pragmatic and timely decisions of high standard and integrity as well as to support others (team members, senior management, other stakeholders) in this process.

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

## 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](mailto:contact.human.resources@esa.int).

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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.