

# Job Title: Head of the End-User Services Division

Req ID **6941** - 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 End-User Services Division

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

### Location

ESTEC, Noordwijk, The Netherlands

### Description

Head of the End-User Services Division, Information Technology Department, Directorate of Internal Services.

The Division is responsible for providing end-to-end IT services dedicated to establishing, maintaining and evolving end-users digital workplace capabilities across the Agency. The responsibilities will be discharged in close collaboration with user communities and through shared governance models, making use of common infrastructure and services.

### Duties

The incumbent will be responsible for leading a team of staff, contractors and service-providers with a customer-funded budget of approximately " 25m/yr, and for providing IT services including:

- procurement and management of IT devices and licenses for the digital workplace;
- identification, implementation, operation and evolution of collaboration tools;
- central user support and local support at all ESA sites;
- supporting ICT implementation of smart spaces in support of the new ways of working across the Agency;
- identification, implementation, operations and evolution of unified communication solutions.

### Technical competencies

Information security technology

IT architecture design

IT policies, standards and guidelines

IT service and operations management

Knowledge of corporate information systems

Management of service contracts

Service automation

### 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 information technology, computer science and/or engineering.

## Additional requirements

Candidates should preferably have at least 15 years professional experience in leading roles at a service- or product-oriented organisation, centered on customer needs, having had partnership relationships with suppliers and operated in an environment that accepts risk and pursues innovation.

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

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, 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, 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](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.