

Job Title: IT Transformation Leader

Req ID 7023 - 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

IT Transformation Leader

This post is for a limited duration of 4 years, non-renewable, and is classified A2-A4 on the Coordinated Organisations salary scale.

Location

ESRIN, Frascati, Italy

Description

IT Transformation Leader, Information Technology Department, Directorate of Internal Services.

The postholder is responsible, under the guidance of the Head of Department, for leading, directing, coordinating and making visible, the IT transformation efforts needed to reach a product-oriented IT and more customer-focused organisation, via a process of structured change of the IT organisation, its processes, service contracts, cost and price structure and other structural elements as required.

Duties

- analysing the IT organisation, its processes, services, supply contracts and operating model and redesigning them to match the target organisation;
- creating change management strategies and work streams that maximise employee adoption and business benefit;
- supporting the internal change process both within the Department and towards its customers;
- leading, developing and communicating programme objectives, inspiring and motivating staff and maintaining alignment with the business strategy;
- using the informal power structure of the organisation to achieve success and to clear obstacles to transformation;
- liaising between business owners, project managers, design teams, operations teams and partners/suppliers, communicating between all key stakeholders to ensure smooth and successful implementation of new services.

Technical competencies

IT service and operations management

Knowledge of business process improvement and business change management

Management of service contracts

Project and technical management

Knowledge of change management methodologies and experience in leading and driving change in an organisation

Behavioural competencies

Customer Focus
Planning & Organisation
Problem Solving
Results Orientation
Systems & Broader Business Thinking
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 have substantial experience of having led organisation renewal processes, possibly at IT organisations, towards product- or service-oriented structures, and managing change projects at middle-sized organisations (possibly international).

Exceptional leadership skills, a high degree of political sensitivity and assertiveness, relevant experience in the adoption of agile development approaches, and ultimately the creation of business product ownership roles, are mandatory requirements.

Additional assets would be experience gained in the following activities:

- moving the culture from a processes-roles focus to customer outcomes-collaboration centric;
- fostering a matrixed organisational model;
- coaching senior and middle-level leadership;
- marketing and branding mindsets to sell and inspire the transformation;
- redefining incentives, KPIs and soft techniques to drive engagement;
- sourcing model transformation (leading change synchronising retained organisational and sourcing models)

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, 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. When short-listing for an interview, priority will first be given to external candidates from under-represented Member States. In view of the limited duration of this post, internal candidates are strongly advised to contact their HR advisor before applying. (<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.

Recruitment will normally be at the first grade in the band (A2); however, if the candidate selected has little or no experience, the position may be filled at A1 level.