

Job Title: Earth Observation Services Coordinator

Req ID 7141 - Posted 03/10/2018



EUROPEAN SPACE AGENCY

Vacancy in the Directorate of Earth Observation Programmes.

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

Earth Observation Services Coordinator

This post is classified A2-A4 on the Coordinated Organisations' salary scale.

Location

ESRIN, Frascati, Italy

Description

Earth Observation Service Coordinator, Common Services Section, ESA Ground Segment & Data Management Division, EO Mission Management & Ground Segment Department, Directorate of Earth Observation Programmes. As part of the ESA team responsible for managing specific services in support of Payload Data Ground Segment (PDGS) operations for ESA Earth Observation, Third-Party and Copernicus missions, the postholder will take ownership of the procurement, operations and evolution of the information services to users.

Duties

The main duties involve coordinating user and data access services, in particular:

- Exploring new ways to foster communication of EO news and data in easy, innovative and modern ways, including an attractive editorial layout (social media, Twitter, mobile apps, etc.);
- Ensuring timely preparation of all required contractual documentation and placing the related procurement actions for:
 - Managing the Directorate's EO portals under Department responsibility (i.e. Earth Online, Sentinel Online, Sentinel Bulletin Board, eoPortal, GEOSS Portal, GMES Space Component Data Access Web Portal, International Charter Space & Major Disasters) and ensuring their consistency;
 - Outreach activities showcasing the use of EO applications to attract new user communities;
- Managing user requirements for EO information services, interfacing with relevant groups such as mission and project managers within the Directorate with a view to integrating new missions or services into the information services;
- Managing the Division's communication activities, securing content-owners engagement in improving the attractiveness of information broadcast to the public; interfacing with and supporting ESA's communication, education and public relations entities for EO events such as training, workshops and symposia.
- Ensuring governance of information content by:
 - Defining and implementing proper processes for content maintenance and publishing authorisation;
 - Applying service metrics and user behaviour analytics technology to measure and improve the user experience;
 - Interfacing with the ESA Web Portal Management to maintain overall consistency between corporate websites;
 - Contributing to the Division's overall activity reporting by preparing and analysing exhaustive statistical reports on online information services.

Tasks may extend to managing any other service provided by the Section as the need may arise and the postholder will also assist the Head of Section with other tasks as required.

Technical competencies

Experience in procurement, project management, reviews and milestone achievement
Experience with service based contracts, in particular Service Level Management, Service Operations and Improvements
Knowledge in user experience design and its application in web user interfaces
Awareness of quality assurance processes and methodologies

Behavioural competencies

Communication
Planning & Organisation
Problem Solving
Teamwork
Innovation & Creativity

Education

Applicants should have a university degree or equivalent qualification in a relevant physical sciences or engineering discipline, together with a minimum three years' experience in technical or service management, having had some exposure to the Earth Observation domain.

Additional requirements

- Understanding of sociology as well as design, to identify and address evolving user needs
- Flexibility in dealing with day-to-day operational challenges, together with demonstrated planning and organisational skills
- Minimum three years' proven experience in project or service management, experience in other areas being 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 31 October 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 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.

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.