

Job Title: Information and Communication Technology (ICT) Site Manager

Req ID 8698 - Posted 28/03/2019



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

Information and Communication Technology (ICT) Site Manager

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

Location

ESOC, Darmstadt, Germany

Description

Under the direct authority of the Head of the End-User Local Services Section, the Site Manager is responsible for the execution of processes and tasks that are relevant to the service delivery of the ESOC IT Local Support, serving the needs of all users on site, for corporate and office systems.

Duties

- Monitoring the performance measurement of the IT Local Support service (management of incidents, problems, changes, releases, configurations and assets), ensuring compliance of the IT Local Support service with agreed SLA provisions;
- Planning local service delivery requirements in accordance with agreed needs of the local user community;
- Planning and monitoring local service delivery, management of all related local work packages for corporate contracts that fall under the responsibility of the End-User Service Division;
- Concise and timely response to local customer requirements and establishment of appropriate agreements with customers;
- Interfacing with local stakeholders to understand their business needs and identifying opportunities for service improvements;
- Ensuring the correct implementation of the asset management process related to all IT-managed end-user devices procured by the Agency (hardware refresh plan definition/execution, stock management, asset inspection, etc.);
- Providing cross-departmental support for the piloting and deployment of new esait services;
- Provision of input to the strategic planning process, investment plans and annual work planning processes and to the related budget preparation and revision exercises;
- Ensuring that ESA and departmental policies, standards and guidelines are properly implemented locally;
- Reporting progress and status of local activities to the Section Head.

Technical competencies

Business continuity management
IT service and operations management
IT business process design
Knowledge of corporate information systems
Knowledge of ESA corporate IT services

Behavioural competencies

Customer Focus
Problem Solving
Results Orientation
Communication
Planning & Organisation
Relationship Management

Education

Applicants should have a Master's degree in Information Technology or equivalent working experience.

Additional requirements

A minimum of ten years in-depth experience in the areas of customer interface management and service delivery are required. Solid and documented practice in the preparation, negotiation and implementation of industrial procurements is also mandatory.

Excellent negotiation skills supported by effective communication and reporting skills are essential. A sound knowledge of ESA's procurement process and rules would be 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 28 April 2019.

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.