

Job Title: IT Service Manager

Req ID 8733 - Posted 20/05/2019



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 IT Service Manager

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

Location

ESTEC, Noordwijk, The Netherlands

Description

IT service Manager, Access Control & IT Sourcing Section, End-User Services Division, Information Technology Department, Directorate of Internal Services.

Duties

Reporting to the Head of Section, the postholder is responsible for the Identity & Access Management system. Duties include:

- being responsible for delivery of the service, ensuring it is aligned in accordance with the business need and managing the lifecycle in conjunction with an operations team
- contributing to the configuration and monitoring of Identity & Access Management applications to ensure an optimised, stable environment
- working with internal and external teams to implement IT governance and change management processes to address new functionality or requirements and to resolve recurring operational issues, in line with agreed OLAs and SLAs.
- being able to administer identity and security access for user and functional accounts
- resolving account management, user access, connectivity and support issues
- following established security policy, procedures and controls to ensure audit compliance
- managing proper data owners for access control
- creating and updating internal process documentation to ensure alignment with policies and procedures
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Technical competencies

Business intelligence tool
Data mining
Data modelling and database design
IT business process design
Knowledge of SAP solutions
Security auditing standards
Service automation

Behavioural competencies

Communication
Customer Focus

Responsible Decision-Making
Relationship Management
Problem Solving
Teamwork
Systems & Broader Business Thinking

Education

Applicants should have a Master's degree in IT engineering or in Business and Administration with a solid work background in the disciplines related to the tasks under consideration.

Additional requirements

- 5+ years of demonstrated experience in administering Identity & Access Management systems including enterprise architecture, platforms, policies and procedures
- In-depth SAP experience particularly on CUA systems
- Work experience of the IBM IGI tool is an asset
- Certification on at least one mainstream IAM tool is advantageous
- Experience in business process analysis and automation
- Database knowledge
- Ability to work collaboratively to deliver changes to IAM systems, tools and documents
- Strong teamwork skills and the ability to effectively communicate with both technical and business users
- Ability to recognise and focus on critical issues, balance multiple tasks and respond to competing needs within the organisation

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 21 June 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.