

# Job Title: IT Service Architect for Ground Facilities Infrastructure

Req ID 8885 - Posted 18/12/2019



## EUROPEAN SPACE AGENCY

Vacancy in the Directorate of Operations.

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 Architect for Ground Facilities Infrastructure

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

**Location**  
ESOC, Darmstadt, Germany

### Description

The postholder will report to the Head of the Mission Operations IT (MOI-IT) & Operations Control Centre (OCC) Section, Ground Facilities Operations Division, Mission Operations Department, Directorate of Operations.

The postholder will be responsible, as nominated MOI-IT and OCC Solution architect, for defining the MOI-IT and OCC services and solutions portfolio to address mid- and long-term business needs including strategic planning, creation and maintenance of solutions roadmaps as well as the related Service Catalogue. The incumbent ensures that the proposed strategy is shared and aligned with other domains as defined by the relevant governance bodies.

When nominated IT coordinator, the postholder will additionally be responsible for the coordination and end-to-end provision of Mission Operations IT services and facilities to specific spacecraft missions.

### Duties

The tasks and responsibilities include:

- specification of the MOI-IT and OCC requirements in close cooperation with customers as well as contributing to the creation of the related investment roadmap;
- ensuring the integrity, security and consistency of the overall service architecture and its evolution;
- ensuring the provision of Missions Operations IT services in support of routine and critical mission operations including launch preparation services and provision of day-to-day interface to customers/missions;
- ensuring maintainability, sustainability and evolution of the MOI-IT services and related facilities;
- for MOI-IT related projects, preparing and managing corresponding procurement activities with industry and acting as Project Manager;
- steering of and/or participation in working groups and governance bodies related to the evolution of the infrastructure and provided services;
- managing as Technical Officer service contracts (engineering, maintenance and operations) as required by assigned roles, ensuring service delivery in accordance with agreed Service Level Agreements.
- acting as a bridge between evolution, operations and service management to support the insertion of new solutions into the service;
- technology scouting to support understanding of how new IT Service solutions add value to a business.

## Technical competencies

IT architecture design  
Service portfolio management and service design  
Project and technical management  
IT technology awareness  
IT service and operations management

## Behavioural competencies

Planning & Organisation  
Results Orientation  
Problem Solving  
Customer Focus  
Communication  
Teamwork

## Education

Applicants for this post should have a Master's degree or equivalent qualification in a relevant IT discipline. Certifications in ITIL (Expert Level) would be an asset and in Business Continuity Management desirable.

## Additional requirements

Several years' professional experience in specifying, designing, and managing IT services in one or more of the domains (cloud services/virtualisation, storage/backup services, service automation, service management, networks) with customer accountability for performance and satisfaction are required. Knowledge and experience of set-up, implementation and management of ITIL frameworks, performance management systems based on service level agreements, business continuity programmes, in both insourced and outsourced environments, are 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 15 January 2020.**

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, 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.