

# Job Title: IT Governance Officer

Req ID 9069 - Posted 28/01/2020



## 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 Governance Officer

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

**Location**  
ESRIN, Frascati, Italy

### Description

You will report to the Head of the Information Technology Department in the Directorate of Internal Services and will be responsible for supporting the department head in orchestrating and managing dependencies and synergies among its three divisions (Application services, End User services, Security and Infrastructure services).

### Duties

Your main duties will include:

- supporting the department head to steer and oversee the following internal cross-divisional functions:
  - IT services portfolio management;
  - IT programmes and project management;
  - business relationship management;
  - IT communication;
  - IT financial management and customer recharging;
  - risk and security management;
  - quality management;
  - supplier management;
  - IT department procurements;
  - IT strategy;
  - IT department performance management.
- supporting the department in the implementation of the ESA IT strategy;
- Monitoring IT procurement actions, projects, surveys, agency wide initiatives, to identify actions and activities across the department;
- Collecting and analysing data to improve internal processes and overall efficiency of the IT organisation;
- Coordinating and ensuring a coherent and proactive approach to addressing departmental external and internal actions across divisions, including participation to the departmental management meeting;
- Reviewing IT departmental KPIs and dashboards;
- Coordinating and leading activities to foster teambuilding and collaborative working environment across divisions;
- leading the content organisation and structure of departmental collaboration tools;
- supporting the head of department in the performance of work as needed.

### Technical competencies

State-of-the-art knowledge in domain of technical expertise and related IT trends in industry

Knowledge of the relevant Agency rules, processes and procedures  
Proficiency in the use of the Agency's information handling systems, tools and applications (collaboration, document management, project management and ERP systems)  
Analysis, documentation and re-engineering of complex business processes  
Knowledge of business analysis methodologies and tools  
Knowledge of main elements of IT disciplines (architecture, development, services) and related processes, framework and implementation technologies

## Behavioural competencies

Customer Focus  
Planning & Organisation  
Results Orientation  
Communication  
Teamwork

## Education

A University degree (Master level) in information technology, engineering or business administration is required.

## Additional requirements

- Professional qualifications in other IT domains will be considered an asset;
- Minimum 8 years' experience in at least two IT roles in complex organisations and at least 5 years' experience in IT areas or a business support function, possibly supporting the executive level;
- Ability to effectively determine when to take the initiative and make independent decisions or when to escalate;
- Ability to represent the IT Department with professionalism and courtesy in communication with other parties within and outside the Department;
- Strong oral and written communication skills, in English as a minimum, with ability to maintain open communication with internal employees, managers and customers as needed;
- Ability to communicate with tact, composure and confidentiality as appropriate.

## 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 25 February 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.