

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

Req ID 9219 - Posted 10/03/2020



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 Information and Communication Technology (ICT) Site Manager

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

Location

ESOC, Darmstadt, Germany, frequent travel to EAC, Cologne, Germany required.

Description

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

Duties

- monitoring performance measurement of the IT Local Support service (management of incidents, problems, changes, releases, configurations and assets), ensuring it complies with agreed SLA provisions;
- planning local service delivery requirements in accordance with agreed local user community needs; planning and monitoring local service delivery, management of all related local work packages for corporate contracts under the responsibility of the End-User Services Division;
- concise and timely responding to local customer requirements, establishing appropriate agreements with customers;
- interfacing with local stakeholders to understand their business needs, identifying opportunities for service improvements;
- ensuring correct implementation of the asset management process related to all IT-managed end- user devices procured by ESA (hardware refresh plan definition/execution, stock management, asset inspection); providing cross-Departmental support for piloting and deploying new esait services;
- providing input to the strategic planning process, investment plans and annual work planning processes and to related budget preparation/revision exercises;
- ensuring ESA and Departmental policies, standards and guidelines are properly implemented locally; reporting progress and the 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

A Master's degree or equivalent qualification in information technology is required.

Additional requirements

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

Excellent negotiating 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 09 April 2020.

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.