Job Title: Service Manager for Mission Operations Ground Segment Infrastructure

Req ID **10130** - Posted **21/07/2020**

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
Service Manager for Mission Operations Ground Segment Infrastructure

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

Location
ESOC, Darmstadt, Germany

Description
You will report to the Head of the Mission Operations IT (MOI-IT) and Operations Control Center (OCC) Section, Ground Facilities Operations Division, Mission Operations Department, Directorate of Operations.

You will be responsible for the coordination and the end-to-end provision of the services and facilities to all users of the missions operations infrastructure which consist of:

- the Operations Control Centre (OCC) at ESOC
- the Mission Operations IT (MOI-IT) services and facilities

You will be specifically responsible for the execution of elements of the OCC and MOI-IT investment plan, in charge of delivering solutions, associated processes and services, until transfer to operation, as well as coordinating resources assigned to the short term investment plan.

Furthermore, you will be responsible for ensuring the sourcing and availability of appropriate assets and services provided by third party suppliers in accordance with OCC and MOI-IT end-to-end service sourcing strategy.

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

Duties
The tasks and responsibilities include in particular:

- Specification of the requirements in close cooperation with customers as well as contribution to the creation of the related investment roadmap;
- Ensuring the provision of OCC and Missions Operations IT services in support of routine and critical mission operations including launch preparation services and provision of day-to-day interface to the customers/missions;
- Ensuring maintenance, sustaining and evolution of the OCC and MOI-IT services and related facilities;
- For OCC and MOI-IT related projects, preparing and managing corresponding procurement activities with industry and act as Project Manager;
- Steering of and/or participation to 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;

- Ensuring compliance of the operations and services with the applicable security policies.
- Ensuring compliance of all IT activities (procurement, developments, operations, service provision) with the Agency IT governance.

You will closely interface with all flight operations teams and missions managers at ESOC, with the representatives of the OPS engineering and innovation departments as well as with internal service providers in the field of site services, OCC services and IT services.

Technical competencies
IT service and operations management
Experience in managing complex IT related projects
Cloud computing architectures and delivery models
IT technology awareness
Service automation
Information technology security

Behavioural competencies
Planning & Organisation
Results Orientation
Problem Solving
Customer Focus
Communication

Education
You should have a Master's degree in a relevant IT discipline. Certifications in ITIL (Expert Level) and/or in IT security would be an asset.

Additional requirements
Several years' professional experience in specifying, designing, or 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 01 September 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.