

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

Req ID 10372 - Posted 18/08/2020



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

ESTEC, Noordwijk, The Netherlands

Description

Under the direct authority of the Head of the End-User local Services Section, the Site Manager shall ensure the correct execution of processes and tasks that are relevant to the service delivery for ESTEC and associated remote sites, serving the needs of the users for corporate and office systems.

Duties

- Interfacing with local stakeholders to understand their business needs, identifying opportunities for service improvements and supporting the customer acceptance process liaising with the entities responsible for IT operations;
- Supporting the definition of local customer requirements and establishing the appropriate agreements in conjunction with the IT Service Managers where applicable;
- Responding to customer queries and complaints, escalating when necessary, ensuring that corrective actions are implemented and acting as an escalation point for issues or problems raised by the end users;
- Planning and monitoring local service delivery, and management of the related local work packages for corporate contracts that fall under the responsibility of the End-User Service Division;
- Monitoring and managing the performance of the IT Local Support service (management of incidents, managing priorities, problems, changes, releases, configurations, assets, etc.), ensuring it complies with agreed SLA provisions and take mitigation actions in case of non-fulfilment of agreements;
- Ensuring correct implementation of the asset management process related to all esait-managed end user devices procured by ESA (hardware refresh plan definition/execution, stock management, stock areas and asset inspection, etc.); and supervise the local delivery of the service catalogue items;
- Interfacing with the Department's IT Service Managers providing support for local matters (hardware refresh, deployment of new services, Datacentre activities, etc.) in order to ensure integrated management and service delivery functions across the IT Department;
- Supporting the Corporate IT Service Managers with the service delivery for contracts under the responsibility of the IT Department;
- Supporting the integration of IT services into a coherent end-to-end service management process, ensuring continual improvement and handling service-related exceptions and escalations;
- Providing cross-departmental support for piloting and promoting service introduction and transfer into operation of new and changed products and services by facilitating training activities and the organisation of User Group meetings;
- Reporting progress and status of local activities to the Section Head;
- Liaising with the other ESTEC Site Manager on day to day operational activities;
- Ensuring that ESA and departmental policies, standards and guidelines are implemented locally;

- Providing input to the strategic planning process, investment plans, annual work planning processes and to related budget preparation/revision exercises.

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 in information technology is required.

Additional requirements

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

Excellent negotiation 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 16 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, Latvia 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.