

Job Title: Web Videoconferencing Service Manager

Req ID 10363 - 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

Web Videoconferencing Service Manager

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 End-User Service Operation Section, in the End-User Services Division of the ESA Information Technology Department, Directorate of Internal Services, and be responsible for the supervision and coordination of centralised operation activities, integrating services by multiple suppliers and vendors into a single coherent end-to-end IT service dedicated to establishing and maintaining mainly cloud-based web videoconferencing meetings, event and training solutions and services.

Duties

- Coordinating and supervising the day-to-day service delivery and support provided by service providers and vendors through their maintenance support.
- Assisting in the management of document, user learning materials, admin and user guide library, validating deliverables at various stages of the activities and with reference to any end-user service and technical operational aspects.
- Providing central esait unified user support services for web videoconferencing
 - liaising with customer and end-user community, translating needs into requirements and solutions specifications to be implemented by service providers;
 - establishing and improving web videoconferencing management and improved user experience;
 - managing service catalogue for web videoconferencing-related aspects and services;
 - executing a systematic approach for continuous improvement of the services, including the critical review of the service processes and requirements, increasing the overall quality and efficiency of the web videoconferencing service;
 - guaranteeing compliance of contracted providers to all terms and conditions and Service Level Agreements (SLAs);
 - coordinating and supervising all esait service providers for end-user operational communication-related aspects;
 - optimising and rationalising the use of existing web videoconferencing tools and systems;
 - designing, enhancing and implementing web videoconferencing solutions, organising and managing transfer to operation and related adoptions, supporting the integration of new products into existing multi-platform web videoconferencing and service model;
- Acting as the point of escalation and responsibility for the coordinated end-user support-related service and adoption for all web videoconferencing services and tools.
- Contributing to the strategic planning process, investment plans and annual work planning processes and to the related budget preparation and revision exercises.
- Providing regular report progress and status of activities.

Technical competencies

Experience in technology management and/or project management
Messaging, collaboration and document management systems
Computer systems engineering
Information security technology
IT service and operations management
Knowledge of corporate information systems

Behavioural competencies

Planning & Organisation
Problem Solving
Results Orientation
Innovation & Creativity
Customer Focus

Education

You should have a Master's degree in the Information Technology domain.

Additional requirements

You should have solid, documented experience in managing IT services, as well as extensive experience of web videoconferencing technologies for meetings, events and webinars. Proven experience in the introduction and service delivery of web videoconferencing solutions in a complex organisation is also required. In addition, the successful candidate will have a strong results orientation with the ability to set priorities and present practical solutions both orally and in writing, will be able to foster cooperation and work effectively in a team, as well as to lead change.

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 29 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.