

Job Title: IT End-User Computing Architect

Job Requisition ID 10174 - Posted 23/10/2020



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 End-User Computing Architect

This post is for a limited duration of 4 years (non-renewable) and 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 Project and Evolution Section, in the Service Division of the ESA Information Technology Department, Directorate of Internal Services, and be responsible for the efficient and proper design, management and delivery of the assigned IT End User Computing project activities.

Duties

Your tasks include:

- designing, enhancing and implementing the End User Computer platform and infrastructure to support the requirements of the business with an eye for continual improvement, including speed of delivery and user experience;
- ensuring alignment of solutions evolution with the overall IT architecture landscape, in particular with the strategic move towards the Office 365 IT ecosystem;
- following the evolution of the Office 365 landscape on the market and providing support for the definition of roadmaps and strategy of the IT department;
- analysing and developing the processes related to the migration of ESA User Services to MS Office 365;
- supporting the development of a business plan related to the adoption of MS Office 365;
- monitoring and controlling the MS Office 365 adoption project scope, cost, schedule, quality, issues and risks, taking appropriate actions in case of deviations and escalating critical topics to the governance hierarchy established for the project, in order to ensure speedy resolution of problems and maintain project progress;
- identifying areas for improvement in business processes/areas providing possible solutions compliant with the IT strategy;
- providing regular and comprehensive status and progress reports, covering scope, cost, schedule and quality, to the Head of Section and Department management, as required;
- providing expert support to business counterparts and operations, as required;
- ensuring quality compliance, as per QMS procedures, and managing projects according to the methodology adopted.

Technical competencies

IT architecture design
Project and technical management
Messaging, collaboration and document management systems
Computer systems engineering
Information security technology
Knowledge of ESA corporate IT services
Knowledge of corporate information systems

Behavioural competencies

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

Education

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

Additional requirements

Proven experience in the introduction of MS Office 365 in a complex organization is required.

In addition, you should have:

- a strong results orientation with the ability to set priorities and present practical solutions both orally and in writing
- the ability to manage challenging situations proactively and constructively and to be customer focused.

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 23 November 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.