

# Job Title: IT Service Manager

Requisition ID 11831 - Posted 24/02/2021



## 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 Service Manager

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

### Location

ESTEC, Noordwijk, The Netherlands or ESRIN, Frascati, Italy.

### Description

You will report to the Head of the End-User Service Operation Section, in the End-User 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 workplace capabilities and related back-end infrastructure and end-user services.

### Duties

Duties:

- coordinating and supervising the day-to-day service delivery and support provided by service providers and vendors in a multi-operating system environment (Windows, MacOS, iOS and Android);
- assisting in management of documents, admin, policies, user learning materials and user guide library, validating technical and service 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 workplace capabilities;
- liaising with customer and end-user community, translating needs into requirements and solution specifications to be implemented by service providers;
- establishing and improving workplace capability management and improving user experience;
- contributing to management of service catalogue for workplace capability related aspects and services;
- executing a systematic approach to continuous improvement of services, including the critical review of service processes and requirements, increasing the overall quality and efficiency of the end-user service;
- ensuring compliance of the contracted providers with all terms and conditions and Service Level Agreements (SLAs);
- coordinating and supervising all esait service providers for end-user operational communication related aspects with respect to specific managed workplace services;
- optimising and rationalising the use of existing workplace capabilities, back-end Infrastructure and tools;
- designing, enhancing and implementing workplace solutions, organising and managing transfer to operation and related adoptions, performing testing and validation of changes and new solutions, and supporting the integration of new products into existing multi-platform workplace environments;
- acting as the point of escalation for the coordinated end-user support related service and adoption for the specific workplace services and tools you will be responsible for;
- contributing to the strategic planning process, investment plans and annual work planning processes and to the related budget preparation and revision exercises;
- providing regular reports on progress and the status of activities.

### Behavioural competencies

Planning & Organisation

Results Orientation  
Fostering cooperation & effective team-working  
Problem Solving  
Innovation & Creativity  
Customer Focus  
Leading change

## Technical competencies

Project and technical management  
Computer systems engineering  
Information security technology  
IT service and operations management  
Knowledge of ESA corporate IT services  
Extensive experience of Workplace tools and back-end Infrastructure

## Education

Applicants should have a Master's degree in information technology.

## Additional requirements

Candidates must have solid, documented certification and experience in managing IT corporate services for network printers, personal computing and mobile platforms in particular based on Mac OS/iOS, with proven experience in SW/OS packaging, Machine Build Image and scripting for automation of workplace solutions. In addition, a strong results orientation with the ability to set priorities and present practical solutions both orally and in writing is required.

## 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 24 March 2021.**

If you require support with your application due to a disability, please email [contact.human.resources@esa.int](mailto:contact.human.resources@esa.int).

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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. (<https://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.