

Earth Observation Service Manager

Job Req ID: 12160

Closing Date: 21 May 2021

Publication: Internal & External

Vacancy Type: Permanent

Date Posted: 23 April 2021

Vacancy in the Directorate of EO Programmes.

ESA is an equal opportunity employer, committed to achieving diversity within the workforce and creating an inclusive working environment. For this purpose, we welcome applications from all qualified candidates irrespective of gender, sexual orientation, ethnicity, beliefs, age, disability or other characteristics. Applications from women are encouraged.

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

Location

ESRIN, Frascati, Italy

Description

Earth Observation Service Manager in the Common Services Section, ESA Ground Segment & Data Management Division, EO Mission Management & Ground Segment Department, Directorate of Earth Observation Programmes.

As part of the ESA team managing services provision in support of Payload Data Ground Segment (PDGS) operations for ESA's Earth Observation missions and the Third Party and Copernicus missions, you will take ownership of the procurement, operations and evolution of all resources necessary to provide one or more of the following Common Services:

- User services (help and order desk) and customer management for ESA EO, TPM and Copernicus mission information services to users
- Data access and dissemination services for ESA EO, TPM and Copernicus contributing mission data archiving services
- Data management services
- Data consolidation and (re-)processing services
- PDGS configuration and change management service

Duties

Your main duties are:

- collecting user requirements by interfacing with relevant stakeholders such as mission managers / ground segment managers / Common Services Coordinator / EO scientific user community with a view to evolving current services or integrating new missions/services in ways that provide coherence, standardisation and optimised costs;
- timely preparing of all required contractual documentation, placing necessary procurement actions;
- supervising delivery and performance of service suppliers, ensuring compliance with service level agreements, defining and implementing mitigation actions whenever necessary;

- contributing to the overall Common Services Section risk management process by running risk management sessions specific to managed services;
- supporting quality assurance in preparing new elements defining transfer to operations phases compliant with the service portfolio;
- ensuring compliance with/execution of configuration and change management control processes for managed payload data facilities, services and infrastructure as applicable;
- regular operational, financial and industrial reporting on these services, including statistics reflecting metrics and user behaviour;
- monitoring and reporting on end-to-end processes performance of the entire data request life cycle, proposing consequent areas for improvement.

You will initially take on the role of Service Manager for the maintenance of software, tools and infrastructure used by Common Services, while ensuring governance and integration with existing and evolving processes in the Division.

Your tasks may evolve to the management of any other services provided by the Section, and as the need arises, assist the Head of Section in other tasks as required.

Technical competencies

Experience in procurement, project management, reviews and milestone achievement

Experience with service based contracts, in particular service level management, service operations and improvements

Knowledge of IT service management software/platform

Knowledge of and experience in configuration management

Awareness of quality assurance processes and methodologies

Behavioural competencies

Result Orientation

Operational Efficiency

Fostering Cooperation

Relationship Management

Continuous Improvement

Forward Thinking

Education

A Master's degree in a relevant physical science or engineering discipline is required.

Additional requirements

You should have:

- minimum of three years' experience of technical or service management, having had some exposure to the Earth observation domain.
- very good understanding of service management process and the most common practices
- good understanding of security and data protection principles applied to services exposed to the public
- flexibility in dealing with day-to-day operational challenges, demonstrated planning/organisational skills
- basic understanding of ESA EO missions and their needs in managing EO data
- proactive approach to solving problems and ensuring continuation of operations

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 21 May 2021.

At the Agency we value diversity and we welcome people with disabilities. Whenever possible, we seek to accommodate individuals with disabilities by providing the necessary support at the workplace. The Human Resources Department can also provide assistance during the recruitment process. If you would like to discuss this further please contact us at 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.
(<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.

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