EUROPEAN SPACE AGENCY

IT Service Manager

Job Req ID: 14124
Closing Date: 02 January 2022
Publication: Internal & External
Vacancy Type: Permanent
Date Posted: 30 November 2021

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. We therefore 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
IT Service Manager in the Application Governance Section, Application Services Division, Information Technology Department, Directorate of Internal Services.

Under the direct authority of the Head of Section, you will be responsible for efficiently and properly managing end-to-end Applications contracts for IT services.
Managing various Applications IT contracts from the initiation of the procurement cycle to contract closure, you will be the interface with the project managers to support the writing of the Statement of Work, prepare the tender documents in close cooperation with the Procurement Department, evaluate the proposals received and negotiate directly with the suppliers. You will take care of the contract life cycle, KPIs, adaptations and retirements.

Duties
Your duties will comprise:

Initiating a wide variety of Applications procurements and managing the resulting contracts covering a range of tasks including managing the definition and maintenance of the:

- SLAs, Operational Level Agreement (OLAs) contracts and Key Performance Indicators (KPIs); i.e. defining service requirements, negotiating SLAs /OLAs;
- ITIL Service Processes, supervising their applicability;
- Service management system and tools, including their evolution;
- Operating Model and Service Layers;

- Creating and maintaining relationships with suppliers and serving as the single technical point of contact for suppliers;
- Communicating and presenting technical information to stakeholders about all running Applications contracts;
- Monitoring contracts and organising close-out, extension or renewal according to what is best for ESA;

- Organising progress meetings with the suppliers and internal clients to ensure contracts are running properly, change requests are managed, and invoices are paid;
- Solving, in close cooperation with the Contracts Officer responsible, any contract-related problems that may arise with other parties and internally with the company itself;
- Developing good relationships with internal clients, and with the procurement and controlling departments to ensure each contractual step is performed in a timely manner;
- Achieving optimal results, conforming to standards for quality, safety and sustainability and complying with the defined scope, performance, costs and schedule; i.e. you organise, coordinate and lead the project resources (including outsourced resources), supervise project progress, circulate and distribute information from the project owner/customer, ensure specification compliance and update the project according to changing circumstances;
- Taking mitigation actions in case of non-fulfilment of agreements, managing risks and reporting to the appropriate governance boards;
- Reporting as an activity manager when entrusted such responsibility;
- Supporting the Account Managers in the negotiation of agreements with the various business units and contributing to building relationships with customers to facilitate the delivery of IT services and identify opportunities to add business value;
- Supporting organisational changes and improving working methods by proposing innovative solutions to overcome potential issues;
- Being a business partner for the Division providing visibility, operational and technical advice and monitoring contracts metrics;
- Ensuring smooth insertion in the Service Portfolio of new solutions or major evolutions by:

  - interfacing with the relevant Project Manager injecting all service-related aspects, requirements and constraints that would be prerequisites for the insertion;
  - acting as the reference point for the Service Delivery organisation, reviewing and accepting the relevant documentation and supervising the knowledge transfer and hand-over between project and service providers;
  - co-chairing the Service Readiness Reviews

For the contracts entrusted to you as a Technical Officer, in close cooperation with the responsible Contracts Officer, you will ensure that contracted providers adhere to all terms and conditions, monitor and ensure execution of contractual clauses (including penalties, incentives, options etc.), and renegotiate changes to the scope, service levels and pricing, in line with the department strategies and in cooperation with the ESA Procurement Department.

Technical competencies
Experience in IT or engineering
Deep knowledge of the ESA / international organization Procurement rules
Extensive experience of procurement of IT services or similar Proficient analytical and logical thinking
Ability to work with others from different cultures and in various locations

Behavioural competencies
Result Orientation
Operational Efficiency
Fostering Cooperation
Relationship Management
Continuous Improvement
Forward Thinking

Education
A Master's degree in Information Technology or engineering with procurement experience or specialisation in a relevant area is required for this post.

Additional requirements
 Experience in:

- Large contract management
- Leading and succeeding in large transformation programme contract negotiation.

You should also have:

- Excellent presentation and negotiating skills together with the ability to work effectively in a diverse team environment.
- Experience of working in a multicultural public sector environment. Excellent written and verbal communication skills in English and French 5+ years of work experience in a similar role
- Good knowledge of Microsoft Word

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.

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 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, Lithuania 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 or balanced 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.
*Member States, Associate Members or Cooperating States.