

## Earth Observation Services Coordinator

**Job Req ID:** 14365

**Closing Date:** 07 February 2022

**Publication:** Internal & External

**Vacancy Type:** Permanent

**Date Posted:** 10 January 2022

Vacancy in the Directorate of Earth Observation Programmes.

ESA is an equal opportunity employer, committed to achieving diversity within the workforce and creating an inclusive working environment. We therefore welcome applications from a 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 Services Coordinator in the Common Services Section (EOP-GES), ES Ground Segment and Data Management Division in the Mission Management and Ground Segment Department, Directorate of Earth Observation Programmes.

The Common Services Section is responsible for the following common services for ESA Earth Observation, Copernicus and Third Party Missions:

- User Services (Help and Order Desk) and Customer Management
- Data and information Management, Discovery and Access services
- Data Archiving, Consolidation and (Re-)Processing services

As a member of the team, you will be responsible for managing these services in support the operations of the Payload Data Ground Segment (PDGS) for each Earth Observation mission.

Reporting to the Head of the Common Services Section, you will take full ownership of service offering towards the service customers and stakeholders, and own the complete service lifecycle including ideation, procurement, operations and evolution.

### Duties

You will be responsible for the operation and evolution of the data management and (re-)processing in support of the Ground Segment operations of ESA Earth Observation missions, Copernicus Contributing Missions and Third Party Missions.

As core task, you will be requested to take over the coordination of the data asset currently managed by ESA, ensuring its archival and preservation, making use of processes and to for the correct characterisation and inventory of the data with all associated metadata and

- defining service requirements by collecting user requirements from different internal stakeholders and customers (mission managers / Ground Segment managers / other services managers) and the scientific user community;
- seeking opportunities for innovation in area of responsibility in view of integrating new missions, functionalities, services or technologies while securing the operational robustness of the provided services;
- preparing in a timely manner all required contractual documentation and placing the necessary procurement actions in a way that provides coherence, standardisation and cost effectiveness;
- coordinating the services implementation, transferring to operations and operational provision in line with the applicable Service Level Agreement, defining and implementing risk mitigation actions whenever necessary;
- providing regular operational, financial and industrial reporting on these services, including statistics reflecting service metrics and user behaviour;
- contributing to the overall Common Services Portfolio by including:
  - risk management process specific to the managed services;
  - compliance of the service with ESA Security and Data Protection policies;
  - compliance with and execution of configuration and change management control processes.
- Monitoring and reporting on end-to-end process performance of the entire data requirement life cycle and proposing consequent areas for improvement.

You are also expected to provide metrics, user surveys and recommendations from international forums, to support management in decision-making towards the implementation of an appropriate functions portfolio by the deployment of appropriate means (e.g. platform for data processing, storage, inventory and preservation).

Note: Your tasks may evolve to include the management of any other service provided by the Section as needs arise, and you will also assist the Head of the Common Services Section in other tasks, as required.

### **Technical competencies**

Sound experience in the coordination of operational services, preferably in the EO/IT domain  
 Deep knowledge of service management process and most common practices (e.g. ITIL), including KPI and SLA definition

Strong understanding of modern ICT capabilities and state-of-the-art technological solutions in support of EO data management and GeoSpatial Standards

Very good understanding of Information Security practices, including risk assessment and risk mitigation with respect to services exposed to the general public

Good knowledge of Earth Observation data systems and data management operations as well as EO data usage in scientific applications

### **Behavioural competencies**

Result Orientation

Operational Efficiency

Fostering Cooperation

Relationship Management

Continuous Improvement

Forward Thinking

## Additional requirements

You should have:

- A minimum of three years' experience of technical services deployment and project coordination
- A proactive approach to solving problems and ensuring continuity of operations, together with the ability to adopt a system view, anticipate problems and propose solutions with a broad and strategic perspective
- A strong attitude towards innovation focusing in particular on the identification, validation and operational implementation of new technologies for enhanced EO data management
- Flexibility in dealing with day-to-day operational challenges, together with demonstrated planning and organisational skills
- A high level of motivation and dedication, taking ownership and acting proactively
- The ability to successfully interact with internal and external interfaces and stakeholders

## 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](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, 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.