

EUROPEAN SPACE AGENCY

Service Manager for Mission Operations Ground Segment Infrastructure

Job Req ID: 14322

Closing Date: 23 March 2022

Publication: Internal & External

Vacancy Type: Permanent

Date Posted: 23 February 2022

Vacancy in the Directorate of Operations.

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

ESOC, Darmstadt, Germany

Description

If selected for this position, you will report to the Head of the Mission Operations IT (MOI-IT) and Operations Control Centre (OCC) Section in the Ground Facilities Operations Division, Mission Operations Department of the Directorate of Operations, and will be responsible for the coordination and end-to-end provision of the services and facilities to all users of the missions operations infrastructure which consist of:

- the Operations Control Centre (OCC) at ESOC; and
- the Mission Operations IT (MOI-IT) services and facilities.

You are specifically responsible for delivering new MOI-IT and OCC solutions, associated processes and services, until transfer to operation, as well as coordinating the resources assigned to activities defined in the short term investment plan.

Furthermore, you will be responsible for ensuring the sourcing and availability of appropriate assets and services provided by third party suppliers in accordance with OCC and MOI-IT end-to-end service sourcing strategy.

When nominated IT coordinator, you will additionally be responsible for the coordination and end-to-end provision of Mission Operations IT and OCC services and facilities to specific spacecraft missions.

Duties

The tasks and responsibilities include, in particular:

- specification of the requirements in close cooperation with customers as well as contribution to the creation of the related investment roadmap;
- ensuring the provision of OCC and Missions Operations IT services in support of routine and critical mission operations including launch preparation services and provision of a day-to-day interface to the customers/missions;
- ensuring maintenance, sustenance and evolution of the OCC and MOI-IT services and related facilities;
- supporting the integration, operations, maintenance and evolution of the security elements and services related to the Ground Facilities Operations (e.g. distributed Cybersecurity Operations Centre, Network Operations Centre);
- for OCC and MOI-IT related projects, preparing and managing the corresponding procurement activities with industry and acting as Project Manager;
- steering of and/or participation in working groups and governance bodies related to the evolution of the infrastructure and provided services;
- managing as Technical Officer/Technical Responsible service contracts (engineering, maintenance and operations) as required by assigned roles, ensuring service delivery in accordance with agreed Service Level Agreements;
- ensuring compliance of all IT activities (procurement, developments, operations, service provision) with Agency IT governance;
- ensuring compliance of the operations and services with the applicable security policies and the established ISMS process.

You will interface closely with all flight operations teams and mission managers at ESOC, with the representatives of the Ground Systems Engineering & Innovation Department as well as with internal service providers in the field of site services, OCC services and IT services.

Technical competencies

IT service and operations management
 Information technology security/cybersecurity
 Experience in managing complex IT related projects
 Cloud computing architectures and delivery models
 IT technology awareness
 Service automation

Behavioural competencies

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

Education

A Master's degree in the information/communications technology (ICT) domain is required for this post.

Additional requirements

In-depth experience is required in the following information technology domains: cloud services/virtualisation, computer systems, service automation, network communications, IT security.

Experience in the management of IT projects, IT operations and service management (preferably under ITIL) is required, including incident, problem and change management.

Experience in the deployment or operation of cybersecurity infrastructure is an asset. A demonstrated proactive approach is expected, in particular to continuous service improvement.

You should have strong results-oriented and planning capabilities, coupled with very good problem-solving skills and a pronounced customer focus.

You should have good communication and negotiation skills, be able to work in a diverse team environment and accomplish goals in line with team objectives.

You must be eligible for security clearance by your national security administration.

Other information

For behavioural competencies expected from ESA staff in general, please refer to the [ESA Competency Framework](#).

For further information please visit: [Professionals](#), [What we offer](#) and [FAQ](#)

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 conducted by an external background screening service.

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.