

OCC Service Manager for Mission Operations Ground Segment Infrastructure

Job Req ID: 15226

Closing Date: 18 July 2022

Publication: Internal & External

Vacancy Type: Permanent

Date Posted: 20 June 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, Directorate of Operations, and will be responsible for the coordination and end-to-end provision of OCC services and facilities to all users of the mission operations infrastructure which consist of:

- the Operations Control Centre (OCC) deployed at ESOC and in the ESA network of ground stations, including e.g. dedicated and main control rooms used for routine spacecraft operations and launches supported by ESOC;
- the Mission Operations IT services and facilities supporting the services delivered in the control rooms, including e.g. data centres and IT systems such as network and virtualisation infrastructure.

The main focus of this position will be to gather and validate operational requirements and deliver new solutions for control rooms and operational control areas/facilities, with their associated processes, dedicated IT systems and services, until transfer to operations.

You will also coordinate 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 the OCC and MOI-IT end-to-end service sourcing strategy.

When nominated MOI-IT and OCC coordinator, you will also 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:

- 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;

- Specifying OCC requirements in close cooperation with spacecraft operations teams as well as creating and maintaining of the related OCC investment roadmap;
- Ensuring implementation of the evolution roadmap and transfer to operations of new OCC services, systems and control rooms;
- Ensuring the provision of OCC services to support routine and critical mission operations including launch preparation services and the provision of a day-to-day interface with customers/missions;
- Supporting the integration, operations, maintenance and evolution of the services and facilities related to the security of the Ground Facilities Operations (e.g. distributed Cybersecurity Operations Centre);
- When assigned to the role (Security Officer), overseeing the operational security of relevant ESOC OCC security areas as Zone-5 Security Officer;
- Maintaining, sustaining and evolving relevant OCC and MOI-IT services, systems and related facilities, including managing OCC-related cost centre and investment budgets;
- For OCC and MOI-IT related projects, preparing and managing corresponding procurement activities with industry and acting as Project Manager;
- Ensuring and coordinating Site Facility Management support for all OCC-related services and projects;
- Steering and/or participating in working groups and governance bodies related to the evolution of the infrastructure and provided services;
- Ensuring compliance of the operations and services with the applicable security policies and the established ISMS process.

You will closely interface with all flight operations teams and mission managers at ESOC, with the representatives of the Ground Systems Engineering and Innovation Department and with internal providers of site services (in particular facility management), OCC services and corporate IT services.

Technical competencies

Experience in managing complex electrical engineering, control rooms implementation and/or IT related projects

IT and/or Electrical Engineering services and operations management

Electrical engineering and IT technology awareness, in particular in the area of voice and video communication systems, design of large video walls, KVM switches, network technologies, cloud computing and virtualization

Workplace ergonomics in particular for 24/7 operators

Security awareness for critical operations

Service automation

Behavioural competencies

Result Orientation

Operational Efficiency

Fostering Cooperation

Relationship Management

Continuous Improvement

Forward Thinking

Education

A Master's degree in engineering, preferably electrical or information communication technology (ICT), is required for this post.

Additional requirements

Experience in the design, planning and implementation of efficient, ergonomic and reliable modern control rooms is an asset.

Several years of working experience preferably in ground, facilities or spacecraft operations or an associated technical support field are a prerequisite.

Experience in all aspects, including financial and technical, of project management in a multi-disciplinary environment, and in work process analysis and service management is an asset.

A demonstrated proactive approach to continuous service improvement, in particular, is expected.

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 negotiating skills, be able to work in a diverse team environment and demonstrate team leadership capabilities.

Experience in the deployment or operation of cybersecurity operations infrastructure is an asset.

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.