

## EUROPEAN SPACE AGENCY

### 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. Applications from women are encouraged.

**POST** Ground Operations Engineer in the Near-Earth Services Section of the Ground Facilities Operations Division in the Mission Operations Department, Directorate of Operations.

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

**LOCATION** ESOC, Darmstadt (Germany).

**DUTIES** Under the direct authority of the Head of Section, the Ground Operations Engineer will be assigned the role of Ground Facilities Services Engineer. Responsibilities include:

- analysing the demand for and capacity of ESTRACK networks with relevant teams, monitoring market evolution with respect to commercial and technical developments to derive procurement options;
- compiling technical and commercial requirements for TT&C services, T&V services, satellite payload data reception, launcher tracking, RF signal search & acquisition and hosting services, associated infrastructure, quality, security and service management requirements;
- supporting the Technical Officer(s) for external Ground Operations services in their duties, ensuring consistency across contracts; establishing SLAs and associated KPIs;
- supporting integration of external TT&C services into the ESTRACK service portfolio by evolving relevant processes, systems and interfaces in the Division;
- facilitating the transition of first-line operations services at ESOC to the new Network Operations Centre and leading the evolution of systems used by it;
- analysing technical, operations and financial data; developing innovative operations and service concepts, supporting the change and transition process towards them;
- preparing tailored service models in the area of Ground Facilities Operations;
- performing expert analyses of operations data for statistical analysis and other purposes;
- supporting implementation and certification of the Information Security Management System at ESOC as required, in particular within the Ground Facilities domain.

In future the incumbent may additionally be assigned to one or more missions in the role of Ground Operations Manager (GOM) typically responsible for duties such as, but not limited to:

- being the single point of contact with the mission(s) for all services provided by ESTRACK, the Operations Control Centre and ICT infrastructure over the mission lifetime, including routine and event-driven reporting to the customer mission and line management;

- requirements engineering, generation and maintenance of cost-at-completion data, mission-specific system engineering and steering of the required technical work and ops preparation activities across the ground segment; validation of ground segment elements and final 'delivery' to the mission;
- initiating and following up mission/service-specific tailoring, modifications or upgrades of Ground Operations infrastructure and services;

## QUALIFICATIONS

Applicants for this post should have a Master's degree or equivalent qualification in engineering or science. Experience in procurement and management of ground operations services is essential. A good understanding of the internal operations of ESA, and in particular ESOC and ESTRACK, is highly desirable.

Candidates should demonstrate the ability to understand technical and operational needs and derive a logical and complete set of requirements, together with the ability to synthesise complex information; excellent communications skills are essential.

Applicants must be capable of effectively interacting with operations, technical, engineering, administrative and commercial personnel, while working autonomously and cooperatively in a highly complex environment.

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 together with a working knowledge of the other. Knowledge of another Member State language would be an asset.

## CLOSING DATE

The closing date for applications is **5 April 2017**.

Applications from external candidates should preferably be made [online](#) from the ESA website ([www.esa.int/careers](http://www.esa.int/careers)). Those unable to apply online should submit their CV to Human Resources, ESOC, Robert-Bosch-Str. 5, D-64293 Darmstadt, Germany.

ESA staff members wishing to apply should fill in the [Internal Application Form](#) and email it to [Apply2ESOC](#).

The Agency may require applicants to undergo selection tests.

If you require support with your application due to a disability, please 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, Slovenia, Spain, Sweden, Switzerland, the United Kingdom and Canada.**

**Priority will first be given to internal candidates and secondly to external candidates from under-represented Member States.**

**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.**