

VN 26/17 Service Delivery Coordinator

There has not been a better time to join the IT and Data Infrastructure division at EUMETSAT.

EUMETSAT - the European operational satellite agency for monitoring weather, climate and the environment - is moving towards a service infrastructure delivery approach to increase its efficiency and sustainability as well as to enhance business performance. As part of this journey, expansion of the divisional service management layer is required to enhance the service governance model, to evolve the services offering and to ensure their smooth provision.

Within the IT Infrastructure Strategy, Architecture and Delivery team, the successful candidate will play an active role on improving the divisional service delivery capabilities, provisioning IT infrastructure services as well as shaping the service delivery model.

Duties

As Service Delivery Coordinator, the postholder understands the user needs and ensures the infrastructure service provides them.

The successful candidate, interfacing with the other engineering teams within the organisation, translates infrastructure user needs into suitable IT solutions and is responsible for the end-to-end infrastructure service delivery on time, on cost and on quality. The postholder also plays a key role on improving the infrastructure as a service delivery approach.

In particular, the postholder:

- Owns the service provision for projects and/or major engineering activities.
 - Coordinates engineering teams across the division to successfully instantiate infrastructure services as well as to release new services into operations.
 - Plays a key role in the as a Service infrastructure delivery approach within the division. Focusing on enhancing service design, service transition and continual service improvement internal processes.
- Acts as IT operational infrastructure single point of contact of a particular



LOCATION

Darmstadt,
Germany



QUALIFICATIONS

Mandatory: STEM
(Science,
Technology,
Engineering or
Mathematics) MSc
Degree.

Desirable: Project
management
and/or service
delivery
professional
certifications (e.g.
PMP, ITIL, ISO2000,
COBIT, etc.)



LANGUAGES

Candidates must be
able to work
effectively in
English and have
some knowledge of
French.



DEADLINE

10 April 2026

set of programmes
during its full lifecycle.

Skills and Experience

- Demonstrated ability to translate business needs to IT infrastructure and security solutions.
- Excellent coordination capabilities, able to keep the big picture in mind, ensuring delivery needs align with strategic goals while keeping on time, on cost and on quality mindset.
- Proven experience in managing complex IT infrastructure systems.
- Strong project management and service management skills.
- Clear thinker with well-structured proactive approach.
- Excellent communication and interpersonal skills, being able to build relationships and engage at all levels.

Employment Conditions

The initial contract will be of 4 years' duration, with subsequent 5 year contracts being awarded thereafter, subject to individual performance and organisation requirements. There is no limit to the amount of follow-up contracts a staff member can receive up to the EUMETSAT retirement age of 63 and there are certainly opportunities to establish a long career perspective at EUMETSAT.

This post is graded A2/A4 on the EUMETSAT salary scales. The minimum basic salary for this post is EURO 7,553 per month (net of internal tax but excluding pension contribution and insurances) which may be negotiable on the basis of skills and experience. The salary scale provides for increments on the anniversary of taking up employment, and scales are reviewed by the EUMETSAT Council with effect from 1 January each year. In addition to basic salary, EUMETSAT offers attractive benefits. Further information, including salary details, is available on the EUMETSAT web site.

EUMETSAT is committed to providing an equal opportunities work environment for men and women.

Please note that only nationals of EUMETSAT Member States may apply. The EUMETSAT Convention requires that Staff shall be recruited on the basis of their qualifications, account being taken of the international character of EUMETSAT.

About EUMETSAT

EUMETSAT is Europe's meteorological satellite agency. Its role is to establish and operate meteorological satellites to monitor the weather and climate from space - 24 hours a day, 365 days a year. This information is supplied to the National Meteorological Services of the organisation's Member States in Europe, as well as other users worldwide.

EUMETSAT also operates several Copernicus missions on behalf of the European Union and provide data services to the Copernicus marine and atmospheric services and their users.

As an intergovernmental European Organisation, EUMETSAT has 30 Member States (Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, The Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.)

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