

VN 25/59 User Support & Engagement Services Manager

EUMETSAT provides data and products from its growing fleet of earth observation satellites and from other agencies to support weather prediction in its Member States and worldwide. EUMETSAT also strongly supports climate monitoring by providing a wide range of satellite data, including rescued, recalibrated and reprocessed long time series of satellite observations. Through a series of Copernicus missions, EUMETSAT support further applications in the area of marine environment monitoring and atmospheric composition monitoring.

This post is located within EUMETSAT's user engagement function and reports to the Head of User Support and Climate Services. The purpose of the role is to support the effective exploitation of EUMETSAT data in service and science by leading the User Support & Engagement Services Team, which provides operational support services for user engagement, including the helpdesk, user portal, training tools, training and user engagement event organisation, and systematic evaluation of user feedback as well as data, product and service usage.

Duties

- Lead and coordinate the delivery of all user support services at EUMETSAT aiming to enhance the use of EUMETSAT's data, products and services;
- Manage, optimise and enhance user information and data discovery services and systems, primarily the user portal, user notification, helpdesk, catalogue, and EUMETView;
- Manage the administrative,
- Ensure systematic collection, analysis, and reporting of user feedback and usage statistics with a view to continuous improvement of data, data delivery and user support services. Manage the development and implementation of a monitoring and evaluation framework for EUMETSAT;
- Collaborate closely with thematic application leads within the division and the Satellite



LOCATION

Darmstadt,
Germany



QUALIFICATIONS

A university degree in a relevant subject or comparable work experience.



LANGUAGES

The official languages of EUMETSAT are English and French. Candidates must be able to work effectively in English and have some knowledge of French.



DEADLINE

3 November 2025

instructional and logistical support for user engagement and training as well as the data and service release process;

- Lead the organisation of the Scientific and Technical Group-Operations Working Group as part of EUMETSAT delegate body meetings, and support the organisation of operational coordination working groups with relevant Copernicus Services;

Application Facilities

Network to ensure content and logistics align seamlessly in all user engagement activities.

- Ensure that historic usage information is available for thematic monitoring, analysis and evaluation;
- Provide input and direction to the evolution and enhancement of the terms under which EUMETSAT offers access to its data, products and services.

Skills and Experience

- Demonstrated experience in managing varied user support services, helpdesks, or customer/user-facing information provision
- Demonstrated management skills, including the ability to manage workloads, delegate effectively and coordinate with other teams' activities.
- Strong delivery and planning focus for release management of various data and services;
- Very strong communication skills, tact and diplomacy needed for a diverse set of users and stakeholders of an intergovernmental organisation;
- Strong analytical and synthesis skills ideally evaluating user feedback and usage metrics and reporting to stakeholders;
- Ability to foster collaboration, teamwork, and a customer-oriented culture across various departments, and a strong drive to enhance user experience.

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 A3/A4 on the EUMETSAT salary scales. The minimum basic salary for this post is EURO 9058,28 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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