

VN 25/48 System Operations Manager

EUMETSAT is an intergovernmental organisation based in Darmstadt, Germany, with 30 member states. Our vision is to be the leading user-driven operational agency in Europe and a trusted global partner for weather and Earth system monitoring from space. We are at the forefront of providing near-real-time (NRT) data that are crucial for saving lives, protecting property, and fostering economic growth and productivity in Europe. By operating state-of-the-art systems for managing our satellites, data processing and providing real-time distribution services to users worldwide, we are making a tangible difference in people's lives and contribute to the thriving European economy.

As part of our mandate, EUMETSAT also operates several Copernicus missions on behalf of the European Union and provides services to the Copernicus marine and atmospheric services, and their users.

To manage these 24/7 operational systems and services, we are looking for a System Operations Manager to join our team. Reporting directly to the Head of Real-Time Services and System Operations (RSO), the System Operations Manager will have responsibility for the end-to-end system operations of the EUMETSAT space and ground segment, which includes the planning and scheduling of system upgrades, maintenance interventions and integrating into operations the evolutions of the ground systems required for future satellite missions.

Duties

- Management and coordination of the System Operations team which includes:
 - End-to-end system operations across all EUMETSAT and Copernicus programmes, ensuring the provision of high availability services
- Coordination of production and maintenance of space and ground segment operational procedures, and in particular system level procedures across all programmes.
- Lead investigations into complex ground segment anomalies and their resolution.



LOCATION

Darmstadt,
Germany



QUALIFICATIONS

University degree
in a relevant
discipline.



LANGUAGES

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



DEADLINE

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- and products to end users;
- The operational functions of the Mission Control Centres and Operations Support Rooms, Communication Systems & Networks, Computer Support, Storage Networks and Control Centre infrastructure;
- Training of Operations personnel on the systems in use as well as testing for operational use of future systems, in particular the training and certification of the Controller Teams;
- Information Security, and Business Continuity operations (including remote site operations e.g. Fucino, Italy and Madrid, Spain);
- Monitoring and reporting of ground systems and services availability.
- Coordinate the planning and scheduling of space and ground segment operations, operations projects and system evolutions.
- Coordination of the provision of operations preparations support for new satellite space and ground systems and recurrent satellites, in particular for operational system validation and training of personnel.
- Act as the System Operations Authority in the Configuration Management of Operational Systems including managing system freeze periods during launch and commissioning of new satellites.
- In coordination with the Technical and Scientific Support, and Programme Development Departments, define and implement new operations concepts in support of an overall EUMETSAT Multi-Mission Ground System (MMGS).
- Ensure that the 2–5-year technical evolutions roadmaps across all operational functional areas (i.e. ground stations, data processing, data access, space and ground monitoring and control, mission planning, flight dynamics) are consistent with the move toward an MMGS following strategic direction given by the EUMETSAT Management Board.

Skills and Experience

- Proven experience of complex spacecraft and ground segment operations.
- Good understanding and strong experience of System Engineering and System Development.
- Strong experience in large project management and coordination.
- Experience of team leading and coordination.
- Strong inter-personal skills (both within a team and between teams).
- Competent in planning, scheduling and budgeting and other managerial skills.
- Some experience in IT security management and/or business continuity management would be advantageous.

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 A4/A5 on the EUMETSAT salary scales. The minimum basic salary for this post is EURO 10,524 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.)

