

## Job Title: IT Service Manager IO0986

Req ID **1801** - Posted **10/06/2020** - (France, 13067 St Paul Lez Durance Cedex) - **Business Operations - New Posting**

The ITER Organization brings together people from all over the world to be part of a thrilling human adventure in southern France—building the ITER Tokamak. We require the best people in every domain.

We offer challenging full-time assignments in a wide range of areas and encourage applications from candidates with all levels of experience, from recent graduates to experienced professionals. Applications from under-represented ITER Members and from female candidates are strongly encouraged as the ITER Organization supports diversity and gender equality in the workplace.

Our working environment is truly multi-cultural, with 29 different nationalities represented among staff. The ITER Organization Code of Conduct gives guidance in matters of professional ethics to all staff and serves as a reference for the public with regards to the standards of conduct that third parties are entitled to expect when dealing with the ITER Organization.

The south of France is blessed with a very privileged living environment and a mild and sunny climate. The ITER Project is based in Saint Paul-lez-Durance, located between the southern Alps and the Mediterranean Sea—an area offering every conceivable sporting, leisure, and cultural opportunity.

To see why ITER is a great place to work, please look at this video

**Application deadline:** 22/07/2020

**Domain:** Corporate

**Division:** Information Technology

**Section:** IT System and Operation

**Job Family:** Organizational Support

**Job Role:** Functional Officer - 2

**Job Grade:** P3

**Language requirements:** Fluent in English (written & spoken)

**Contract duration:** Up to 5 years

### **Purpose**

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As an Information Technology (IT) Service Manager at the ITER Organization (IO), you will play a fundamental role in the IT division by providing leadership and strategic direction on key operational issues, such as application management, user licenses, production software, disaster recovery, data storage but also maintenance, change management and deployment of applications and systems in production:

### **Background**

The IT Division is implementing best practices to manage its internal processes to provide services and assure compliance in the ITER organization and its project partners. With approximately 2500+ IT users scattered in 10+ buildings in the ITER campus, this position will contribute to the efficiency of the IO IT users.

The IT Division is service minded and has endorsed a strong IT Service Management culture through an ITIL certification long term plan. ITIL is the reference framework for the IT Operations.

The IT System and Operation Section (ITSO), which is part of the IT Division has the following primary functions: (1) Service operation, user support and service desk; (2) Central IT systems management, virtualization, application hosting, databases, data management, computing clusters, storage systems, cloud services, data replication and backup/archive and recovery; (3) Software assets and license management (4) IT network and security with more than 15000 ports; (5) Telecommunications and videoconference systems and (6) the IO Scientific Data and Computing Center.

### **Major Duties/Roles & Responsibilities**

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- Ensures the stable and efficient running of the “production” environment (applications and infrastructure) by supporting the IT services through effective monitoring, change management, proactive capacity and availability planning, and efficient management of recurrent operations;
- Liaises closely with project teams to ensure alignment and consistency between project implementation and associated services, as well as promoting systems integration and robust IT architecture;
- Leads continuous improvement in IT Operations to increase efficiency and reduce operational costs;
- Manages changes to the IT production environment and coordinates the deployment of upgrades and new solutions;
- Manages projects in the area of IT system changes and high level user support improvements;
- Carries out capacity and availability planning for the IT services;
- Monitors IT operations via the current statuses and trends of the IT production environment to anticipate failures and incidents (proactive maintenance).
- Oversees the correctness and completeness of dashboards, monitors, alert and alarm systems in production;
- Manages the availability of Service Level Agreements (SLAs) and the underpinning contracts/activities including the on call service (may be required to take part of the on call);
- May be requested to be part of any of the project/construction teams and to perform other duties in support of the project;
- May be required to work outside ITER Organization reference working hours, including nights, week-ends and public holidays.

### **Measure of Effectiveness**

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- Operates efficiently and proactively to ensure high availability of the ITER IT systems;
- Coordinates system changes and deployments efficiently;
- Provides accurate monitoring of the IT production environment and implements preventive corrective actions when necessary;
- Develops and implements solutions within the defined cost and schedule;
- Ensures the security, confidentiality and availability of the ITER data;
- Ensures all service and support functions remain responsive to internal customer needs;
- Takes the time to find the root-cause of issues and resolves them in an efficient and effective manner;

- Manages IT Operation projects to maintain (technical obsolescence) or improve the level of efficiency of the IT systems to maximize the business value of the IT services provided to the IO users.

## Experience & Profile

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- **Professional Experience:**
    - At least 8 years' experience in IT Operation or IT Technical Management, of which at least 4 years in an IT Service Manager role.
  - **Education:**
    - Master degree or equivalent in Engineering, IT or Computer Science field or other relevant discipline;
    - The required education degree may be substituted by extensive professional experience involving similar work responsibilities and/or additional training certificates in relevant domains.
  - **Language requirements:**
    - Fluent in English (written and spoken).
  - **Technical Competencies and demonstrated experience in:**
    - All processes within the IT Operations domain, including but not limited to: Event management, Problem management, Incident management; in the context of monitoring and controlling;
    - Managing changes to the IT production environment and coordinating the deployment of upgrades and new solutions;
    - Coordinating staff/contractors in an international scientific or engineering context would be an advantage;
    - The Wintel environment - client and server side, data center design and operations and storage technologies;
    - Linux environments, virtualization, visualization, remote connection and parallel storage and computing systems;
    - ITIL Service Operation certification is required, other ITIL certifications or Project Management methodologies (PMP-PMI or Prince 2) are advantageous.
  - **Behavioral Competencies:**
    - Collaborate: Ability to facilitate dialogue with a wide variety of contributors and stakeholders;
    - Communicate Effectively: Ability to adjust communication content and style to deliver messages to work effectively in a multi-cultural environment;
    - Drive results: Ability to persist in the face of challenges to meet deadlines with high standards;
    - Manage Complexity: Ability to analyze multiple and diverse sources of information to understand problems accurately before moving to proposals;
    - Instill trust: Ability to apply high standards of team mindset, trust, excellence, loyalty and integrity.
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## *The following important information shall apply to all jobs at ITER Organization:*

- Maintains a strong commitment to the implementation and perpetuation of the ITER Safety Program, ITER Values (Trust; Loyalty; Integrity; Excellence; Team mind set; Diversity and Inclusiveness) and Code of Conduct;

- ITER Core technical competencies of 1) Nuclear Safety, environment, radioprotection and pressured equipment 2) Occupational Health, safety & security 3) Quality assurance processes. Knowledge of these competencies may be acquired through on-board training at basic understanding level for all ITER staff members;
- Implements the technical control of the Protection Important Activities, as well as their propagation to the entire supply chain;
- May be requested to work on beryllium-containing components. In this case, you will be required to follow the established ITER Beryllium Management Program for working safely with beryllium. Training and support will be provided by the ITER Organization;
- May be requested to be part of any of the project/construction teams and to perform other duties in support of the project;
- Informs the IO Director-General, Domain Head, or Department/Office Head of any important and urgent issues that cannot be handled by line management and that may jeopardize the achievement of the Project's objectives.