



## JOB OFFER

Created in 2009, [ESSP](#) is a young and dynamic company, a **pan European service provider**, certified by EASA (the European Union Aviation Safety Agency) to deliver safety-critical services. Our mission is to operate and provide **Communication, Navigation and Surveillance (CNS)** services, among which, the main one is, the **EGNOS service** (the European Geostationary Navigation Overlay Service), on behalf of the EUSPA (the European Agency for Space).

**ESSP Corporate Video:** [https://www.youtube.com/watch?v=u\\_FKtcaN8YE](https://www.youtube.com/watch?v=u_FKtcaN8YE)

**ESSP Website career:** <https://www.essp-sas.eu/human-resources/careers/>

ESSP recruits a:

### CUSTOMER & DATA SERVICES ENGINEER - (F/M)

We are looking for a **Customer & Data Services Engineer** to support the recurrent activities in EDAS (EGNOS Data Access Service), CNS NOTAM (Notice to Airmen) and MSI (Maritime Safety Information) operations in the scope of EGNOS or other ESSP programs/projects like IRIS. Also to provide support to EGNOS Service Leader in reporting and meetings and the management of the contract Service Level Agreement (with the customer).

We are looking for an Engineer with **3 years of professional experience** in **space or aeronautical** domain in an **international/European environment** and with **Software/Hardware development skills**. If you meet the requirement, this position might be for you!

#### Your main responsibilities/activities will be:

- Support the Customer and Data Services Team in EDAS and CNS NOTAM proposals and Maritime Safety Information related operation, maintenance, monitoring, evolution or reporting,
- Support to software development activities as needed according to service/business needs,
- Implementation and contribution to research/promotion initiatives (articles, papers),
- Support to the EGNOS Multimodal Adoption and User Satisfaction actions,
- Support the EGNOS Service Leader for:
  - o Preparation of Monthly, Quarterly and Annual Service Provision Management Reports,
  - o Participation and/or contribution to monthly and Service Provision Annual Review Meetings,
- Act as back-up of the Customer and Data Service Engineer in charge of the regular Service Level Agreement (SLA) management and preparation of the EGNOS workshop/EU Space Week with users (for more information, **2024 EGNOS Workshop** took place in **Dublin on 13<sup>th</sup> and 14<sup>th</sup> of March**: <https://egnos-user-support.essp-sas.eu/egnos-workshop>)

\* EDAS: EGNOS Data Access Service

\* MSI: Maritime Service Interface

\* CNS: Communication Navigation Surveillance

\* NOTAM: Notices to Airmen

#### PROFILE:

- Experience in **customer interfaces**
- Reporting and **Service Level Agreements management**
- Knowledge of EGNOS and GNSS is a plus.
- Technical background in SW and HW (development, evolution and maintenance activities)
- Team player spirit, autonomy, initiative, and ability to assume responsibilities.
- Good capacity of analysis and synthesis.
- Good communication and negotiation skills.



**JOB REQUIREMENTS:**

**Language:** English (B2/C1) – CEFR and Spanish (desirable)

**Engineering degree or equivalent**

Availability for **punctual travels**, mainly in **Europe**

**Human Resources information:**

- 1<sup>st</sup> interview is held by **the direct manager** of the position you applied for (technical interview)
- 2<sup>nd</sup> interview is held by **HR department**

Element of package of remuneration:

- **Variable:** bonuses based on objectives
- **Teleworking:** up to 3 days/week
- **Health insurance, Life Insurance**
- **Saving plan**
- **Tickets Restaurant**
- **Sustainable Mobility Package:** Home/Office travels reimbursement if car sharing or bicycling
- **29 holidays** (for full time year)

Please send your application file only by e-mail to the following address: [recrut@essp-sas.eu](mailto:recrut@essp-sas.eu)

**Job Location:** Madrid (Spain)

**Type of Contract:** Full time / Permanent

**ESSP is committed to cultural diversity, gender equality and the employment of disabled workers.**