



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

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

In ESSP we are looking for a:

IT OPERATIONS & SERVICES MANAGER - (F/M)

We are looking for an **IT Operations & Services Manager** responsible for **managing and delivering IT services ESSP**, ensuring that **they meet the company's needs**. You will be responsible for maintaining the **ESSP IS (Information System) in operational condition** and guarantees service levels in terms of **availability, performance, reliability and security**. You will be in charge of ensuring that **rules and procedures are considered and properly applied**, particularly in the context of **ISO27001 and ISO9001 certifications** but also for those dealing with **ITIL best practices**.

If you have **5 to 10 years' experience in IT services** with a **first experience in team management**, then **don't hesitate, this job might fit your expectations!**

Your main responsibilities/activities will be:

- Organization and **leading of the IT team**,
- **Management of team tasks and activities**, ensures compliance with defined schedules;
- Proper execution follow-up of ITIL processes (change management, production releases, etc.);
- Responsibility of the **availability, continuity and integrity maintenance plans** of ESSP IS; as such you will contribute to the definition of these plans;
- Ensure compliance of the IS with reference to **ISO27001 and ISO9001** standards;
- Setting up (specifications, selection) and management of outsourced IT activities;
- Participate to the definition of IS evolutions in coordination with Design & Innovation domain;
- Corrective and evolutive maintenance of tools and applications in coordination with the person in charge of those activities;
- Anticipation/Management of ESSP IS evolutions (security, capacity, obsolescence management, etc.);
- Management and follow-up of maintenance contracts for IS infrastructures and IT tools;
- Management and control of the IS and tools configuration;
- Reports/dashboards production, analysis and technology watch.

PROFILE:

Technical :

Global expertise in the IT ecosystem: workstations, networks and security, IP telephony, virtualization, messaging infrastructure, storage, backup, etc.

Proficiency of computer languages and digital technologies (Cloud services, AI, Big Data, etc.) and of development methodologies (AGILE/SCRUM, etc.)

Good knowledge of project management methodologies and experience in IT production management

Proven experience in the implementation and monitoring of IT service management best practices (ITIL)



Softskills :

Ability to manage/lead a team
Customer oriented
Autonomy, rigor and ability to assume responsibility
Capability to understand business challenges
Great adaptability and excellent interpersonal skills
Priority management, crisis management
Ability to analyse and summarize with good writing skills

JOB REQUIREMENTS:

Languages: English (B2-C1) - CEFR
Engineering degree or equivalent
Available for **occasional travel** in Europe

Human Resources information:

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

Element of package of remuneration:

- **Variable:** bonuses based on objectives
- **Profit-sharing**
- **Teleworking:** up to 2 days/week
- **Tickets Restaurant (card) & Family Health insurance**
- **Sustainable Mobility Package:** Home/Office travels reimbursement if car sharing or bicycling

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

Job Location: Toulouse (France)

Type of Contract: Full time / Permanent

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