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JOB DETAIL

Ref. IO1767 - 9/23/2016

IT Operations Responsible Officer - CIO 071

Main job	Generalist
Department	CIO/ Central Integration Office
Division	CIO / Project Information System Section/Division
Job Family	Functional Officer - 1
Application Deadline (MM/DD/YYYY)	11/06/2016
Grade	P3
Direct employment	Not required
Purpose	-To be responsible for maintaining the ITER Information Technology (IT) systems and services running. These include specifically systems for standard IT services (i.e. web, e-mail, storage), in-house developed applications (i.e. IDM), business applications (i.e. SAP), engineering applications (i.e. Enovia), and databases. -To design, implement and coordinated the processes for incident and problem management and play a key role for the continuous service improvement within IT. -To assure the stability of the IT systems including change management of evolutions, new development and systems. -To carry out high level user support projects in relation with the IT system operation.
Main duties / Responsibilities	-Manages the central operation of the IT systems; -Manages changes to the IT system and coordinate deployment of new and improved solutions; -Manages projects in the area of IT system changes and high level user support improvements; -Carries out the capacity and demand analysis for future system development; -Analyzes root cause of failures and carry out corrective action; -Maintains production environments, carries out continuous improvement processes of this environment and documents procedures and policies for this environment; -Monitors operation and organizes recovery processes; -Ensures the security, confidentiality and availability of the project data; -Organizes the high availability of the IT systems 24/7 (including on-call services) to be used by the central team, the DAs and their suppliers; -Liaison with all other teams inside IT to assure smooth operation of the IT systems; this includes the proactive revision of changes to the system and impact analysis; -Collaborates and supports teams in IO Central-Team and Domestic Agencies in their work connected to the central IT system and end user support; -Supports the coordination of on-call duty for IT and may be required to take part in the on-call duty service established by the ITER Organization outside normal working hours, including nights, weekends and public holidays; -Performs other duties in support of the project schedule; -May be requested to belong to any project team and perform other duties; -Maintains a strong commitment to the implementation and perpetuation of the ITER Safety Program, values and ethics. -Reports to Project Information System Section/Division Head; -Acts as an interface between IT and other groups at ITER ;
Measures of effectiveness	-In response to requests from the Director-General and/or Central Integration Office (CIO) Head , or proactively, informs the DG/ CIO Head of any important and urgent issues that cannot be handled by the concerned line management and may jeopardize the achievement of the Project's objectives.

-Operates efficiently with high availability of the ITER IT system;
-Coordinates system changes and deployment efficiently;
-Provides accurate root cause analyses of failures and implement corrective solutions when necessary;
-Develops and implements solutions within the defined cost and schedule.

Project Construction Phase

Level of study	At least Master's Degree or equivalent
Diploma	Computing or other relevant discipline
Level of experience	At least 8 years
Technical experience/knowledge	-A degree in physics with strong emphasis on computing aspects is also acceptable; -Extensive experience in similar jobs (involving similar work responsibilities) and/or additional training certificates in relevant domains may be considered a reasonable substitute for the required educational degree; -At least 8 years' experience in IT operation management; -Experience in IT service delivery and user support; -Knowledge of data center design and operation; -Deep knowledge of application development and administration; -Deep knowledge of Microsoft server environment, specifically Windows Server 2012 R2, Windows Server Failover Clustering, Hyper-V 2012 R2; -Deep knowledge of Microsoft System Center 2012 R2 suite, specifically Operations Manager, Configuration Manager and Data Protection Manager; -Knowledge of storage technologies, e.g. FC and IP SAN, DAS would be an advantage (HP); -Knowledge in Linux would be an advantage.
General skills	-Experience managing teams and/or contracts in an international scientific or engineering context would be an advantage; -Project Management experience is required; certification in Prince II would be an advantage. -Certification in ITIL or equivalent is required;
Languages	English (Fluent)

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