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JOB DETAIL

Ref. IO1941 - 1/22/2018

IT Operations and Deployment Engineer - CIO-185

Main job	Software
Department	CIO/ Central Integration Office
Division	CIO / Information Technology Division
Section	CIO / IT / IT System & Operation Section
Job Family	Functional Officer - 1
Application Deadline (MM/DD/YYYY)	02/20/2018
Grade	G5
Direct employment	Required
Purpose	To operate and deploy in-house developed software and commercial packages. To oversee the execution and monitoring of the operational activities and events in the IT infrastructure. To improve application availability and reliability of operations.
Main duties / Responsibilities	<ul style="list-style-type: none">-Monitors the IT operations, in particular ITER Collaborative Platform (ICP) and participates in the administration of IT services;-Organizes deployment and change management for systems in the production environment (in particular ICP);-Develops, maintains and implements processes for operation, crisis, and change management;-Facilitates communication between suppliers and internal user groups;-Assists in the analysis of IT business needs, security assessment of software usage and monitoring;-Supports IT functional responsible officers on deployment and operation control in their domains;-Coordinates deliverables of contractors in the area of operation control and software deployment;-Works in close collaboration with DevOps often provided by external contracts;-Supports the operation manager in their tasks in order to improve service availability, data integrity and data confidentiality;-Provides user support and guidance from the identification of IT needs till the implementation of the solution;;-Participates in the IT on-call service which might include work outside normal working hours, including nights, weekends and public holidays;-May be requested to be part of any of the project/construction teams and to perform other duties in support of the project schedule;-Maintains a strong commitment to the implementation and perpetuation of the ITER Safety Program, values and ethics. <ul style="list-style-type: none">-Reports to the IT System and Operation Section Leader;-Works under the coordination of IT internal coordinators (Operations and Development);-In response to requests from the Director-General and/or Head of Central Integration Office (CIO), or proactively, informs the DG/Head of CIO 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.
Measures of effectiveness	<ul style="list-style-type: none">-Systems in operation are correctly monitored and issues are reported with proposed solutions;-Continuous availability of operational systems especially ICP;-Issuance of detailed and comprehensive IT processes for crisis management, disaster recovery, major incidents that are defined on time and properly implemented by the whole IT team;-Successful deployment of software products taking into account availability, integrity of the service while defining an efficient and effective deployment plan. Project Construction Phase SAP ID: 50001008
Level of study	Bachelor or equivalent degree
Diploma	IT or a relevant field
Level of experience	At least 7 years
Technical experience/knowledge	<ul style="list-style-type: none">-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;

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-Certification on various Microsoft related technologies are considered as an advantage;
-Certification on IT service management (like ITIL) and in project management (Prince II or PMI) is considered as an advantage.

Social skills Ability to work effectively in a multi-cultural environment
Ability to work in a team and to promote team spirit

Specific skills MS Office standard (Word, Excel, PowerPoint, Outlook)

General skills -At least 7 years of experience in IT are required, including at least 4 years of IT user support and operation;
-Experience in software development techniques especially agile methods is required;
-Experience in IT service management;
-Experience in IT project management is considered an asset;
-Experience in managing IT contracts is considered an asset.

Others -Ability to facilitate dialogue with a wide variety of contributors and stakeholders;
-Ability to listen and adjust communication content and style to deliver messages;
-Ability to apply high standards of team mindset, trust, excellence, loyalty and integrity.

Languages English (Fluent)

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