

Job Title: PLM Solutions Officer CIO-005

Req ID **1100** - Posted **03/12/2019** - (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 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.

Application deadline: 12/01/2020

Domain: Corporate

Department: Not Applicable

Division: Information Technology

Section: IT Application and Development

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

As Product Lifecycle Management (PLM) Solutions Officer, you will be responsible for the operation, evolutions, and support of various PLM solutions for ITER Organization and Domestic Agencies (DAs) stake- and shareholders.

Background

The Information Technology Application and Development Section (ITAD), which is part of the IT Division has three primary functions: Administration, configuration and customization of enterprise solutions and tools in business, engineering, construction and operations domains; Creation, maintenance and evolution of ITER collaborative tools, websites and intranets; In-house custom application software development on demand.

The IT Division is closely supporting the roll-out of ITER's PLM tool through its testing and production phases.

Major Duties/Roles & Responsibilities

- Monitors and coordinates IT activities related to PLM solutions including day-to-day platform support, user support, integration, and development activities;
- Gathers and defines technical requirements based on systems' analysis and users' requests, for translation into technical specifications, development and efficient implementation at the best value contract and schedule optimization;
- Manages service contracts (with onsite and offshore resources) for the maintenance and the evolution of PLM solutions in liaison with different stakeholders and "internal clients";

- Participates in the definition of PLM solutions backlog reviews, roadmaps definitions, development sprints and service management review;
- Participates in the day-to-day IT operation of PLM solutions, including analyzing and solving technical issues;
- Proposes methodology to ensure the integration and migration of projects from existing systems (SmartPlant, ENOVIA V5, SAP, IDM, NCR, etc.);
- Implements good practices in standard IT processes management for project and service delivery (PRINCE 2, ITIL, AGILE);
- 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 participate in on-call duties and work outside ITER Organization reference working hours, including nights, week-ends and public holidays.

Measure of Effectiveness

- Manages successfully various IT projects within agreed scope, cost and deadline;
- Manages effectively the resolution of incidents, problems, user requests and requests for change;
- Organizes the operation of PLM solutions without service interruption;
- Collaborates effectively with various stakeholders and IT colleagues;
- Ensures high level of satisfaction from PLM solutions customers.

Experience & Profile

- **Professional Experience:**
 - At least 8 years' experience as IT engineer/officer with experience autonomously developing, coordinating, and implementing PLM solutions.
- **Education:**
 - Master degree or equivalent in computer science field or other relevant discipline;
 - Project management and IT service management certifications (PRINCE 2, ITIL or equivalent) is considered as an advantage;
 - 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 experience and demonstrated competencies in:**
 - Project management, including identifying project issues and delays, taking corrective actions, implementing business analysis, requirements definition, change requests, etc.;
 - Enabling and ensuring systems design, software design, programming / software development, testing, user experience evaluation, system integration and build on large scale PLM solutions (e.g. Dassault 3DEXperience or equivalent);
 - Ensuring availability management, configuration management, change management, release and deployment, capacity management, application support, and problem and incident management on complex distributed data management PLM systems;
 - Managing IT negotiation, relationship and customer service support.
- **Behavioral Competencies:**
 - Collaborate: Ability to 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 gather 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.

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.