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## JOB DETAIL

Ref. IO2117 - 5/13/2019

### IT Processes Engineer CIO-166

<b>Main job</b>	Technology
<b>Department</b>	CIO/ Central Integration Office
<b>Division</b>	CIO / Information Technology Division
<b>Job Family</b>	Functional Officer - 2
<b>Application Deadline (MM/DD/YYYY)</b>	06/23/2019
<b>Grade</b>	P3
<b>Direct employment</b>	Not required
<b>Purpose</b>	<p>To manage all the ITER Organization (IO) Information Technology (IT) processes in accordance to best practices, techniques, procedures, rules, and project management methodologies.</p> <p>To focus on core IT Service Management and functions including but not limited to areas such as problem management, incident management, change management, configuration management, capacity management, service level management.</p> <p>Background:</p> <p>ITER IT is implementing best practices to manage its internal processes to provide services and assure compliance for Information Technology in the ITER organization and its project partners.</p> <p>Please note that an organizational restructuring is planned in accordance with the needs of the organization and the evolution of the project phases. In this context, the unit of assignment of the present position may be updated in late 2019, early 2020.</p>
<b>Main duties / Responsibilities</b>	<p>Proposes the process strategy, defines the process management strategy as well as associated documentation and records, and maintains the approved process strategy; Sets-up the IT controlling in IT Governance of the organization ensuring compliance with requirements; Coordinates processes across functional domains within IT and acts as single point of contact for customer operational issues/concerns related to processes; Supports and follows up the IT team in the acceptance of processes, methodology and internal tools; Defines and carries out progress reports on key performance indicators, communication on evolutions and reports on operational processes performance; Ensures the security, confidentiality and availability of the project data; Ensures knowledge management and long term knowledge preservation in the IT processes; Communicates with stakeholders, collaborates and supports ITER Organization and Domestic agencies' teams in their work connected to the central IT system and end user support; 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 work outside ITER Organization reference working hours, including nights, week-ends and public holidays.</p>
<b>Measures of effectiveness</b>	<p>Ensures that the ITER IT process strategy is defined and implemented;</p> <p>Ensures that the ITER IT processes are efficient and participates in providing value to the ITER organization;</p> <p>Sets up service and project key performance indicators to support ITER project objectives and provides reports regularly;</p> <p>Organizes and documents information related to IT and helps to maintain an easily retrievable system;</p> <p>Complies with process requirements are monitors and enforces them when necessary;</p> <p>Ensures that services and changes are controlled and that processes in these areas are continuously improved.</p>
<b>Level of study</b>	Master or equivalent degree
<b>Diploma</b>	computing or other relevant discipline
<b>Level of experience</b>	At least 8 years
<b>Technical experience/knowledge</b>	<p>Master degree or equivalent, in the computing or other relevant discipline;</p> <p>An MBA or an equivalent master to support the managerial IT aspects of the role is considered an advantage ;</p>

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A Certification in ITIL, PRINCE 2 or equivalent is required  
At least 8 years' experience in the role/job function of process responsible in the field of IT management in a large organization;  
Knowledge in IT management processes like capacity management, request management, change management, asset and configuration management is a strong requirement;  
Experience coordinating activities and/or monitoring contracts in an international scientific or engineering context would be an advantage;  
Knowledge in quality management is a requirement;  
Solid background knowledge in IT operation and application development.  
Good Project Management experience is required.

**General skills** Collaborate: Ability to drive collaborations 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 analyze multiple and diverse sources of information to define problems accurately before moving to proposals/solutions;  
Instill trust: Ability to set high standards of team mindset, trust, excellence, loyalty and integrity.

**Others** The required education degree may be substituted by extensive professional experience involving similar work responsibilities and/or additional training certificates in relevant domains.

**Languages** English (Fluent)

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