

IO1941 IT Operations and Deployment Engineer - CIO-185

General information

Job category	Standard
Status	Published
Department	CIO/ Central Integration Office
Division	CIO / Information Technology Division
Section	CIO / IT / IT System & Operation Section

Job description

Main job	Computer Science - Software
Title of the position	IT Operations and Deployment Engineer - CIO-185
Job family	Functional Officer - 1
Grade	G5
Direct employment	Required
Purpose	<p>To operate and deploy in-house developed software and commercial packages. To oversees the execution and monitoring of the operational activities and events in the IT infrastructure. To improve application availability and reliability of operations.</p>
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; <ul style="list-style-type: none">-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

Applicant criteria

Technical experience/knowledge	Level of study	Bachelor or equivalent degree
	Diploma	IT or a relevant field
	Level of experience	At least 7 years
		-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;
		-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
	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.
	Languages	English (Fluent)
	Specific skills	MS Office standard (Word, Excel, PowerPoint, Outlook)
	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.