

Job Title: IT Process Improvement Officer IO0950

Req ID **1560** - Posted **11/04/2020** - (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 a 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.

To see why ITER is a great place to work, please look at this video

Application deadline: 24/05/2020

Domain: Corporate

Division: Information Technology

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 an Information Technology (IT) Process Improvement Officer at the ITER Organization (IO), you will play a pivotal role in the team by planning, proposing and driving IT process improvement strategies in accordance with best practices, techniques, procedures, rules, and project management methodologies.

You will work across a range of areas, including (but not limited to) service management, IT project management, IT governance, change management and configuration management.

Background

ITER IT Division 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. With approximately 400 IT projects per year this position will provide a general oversight on these projects and play an important role in defining and implementing continuous process improvement where necessary. These process improvements cover a range of processes including service management, IT project management and IT governance.

Major Duties/Roles & Responsibilities

- Proposes process improvement strategies and subsequently defines the process management strategy, as well as associated documentation and records to execute the strategy;
- Follows the approval of prioritized projects, and develops proposals for process improvements, monitoring their execution by liaising with multiple internal/external stakeholders, and providing oversight as necessary;

- Sets-up the IT controlling in IT governance of the organization ensuring compliance with requirements;
- Coordinates processes across a variety of functional domains within IT and acts as the primary 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, communicating on evolutions and operational processes performance and also reporting on progress and providing continuous process improvement to management;
- Supports, shares and transfers knowledge to ensure best practices regarding IT processes;
- Communicates with stakeholders, collaborates and supports ITER Organization and Domestic agencies' teams to support their work connected to the central IT system and end users;
- May be requested to support any of the project/construction teams and to perform other duties in support of the project;
- May be required to participate in on-call duty, and work outside ITER Organization reference working hours, including nights, week-ends and public holidays.

Measure of Effectiveness

- Proposes autonomously an efficiency ITER IT process strategy that is well defined and properly implemented;
- Ensures that the ITER IT processes are efficient and participates in providing value to the ITER organization;
- Sets up service and project key performance indicators to support the ITER project's objectives and provides accurate reports regularly;
- Organizes and documents information related to IT processes and helps to maintain an easily retrievable system;
- Maintains the security, confidentiality and availability of the project data in compliance with requirements;
- Ensures that services and changes are controlled and that processes in these areas are continuously improved.

Experience & Profile

- **Professional Experience:**
 - At least 8 years' experience of IT processes management and improvement in a large organization within an international environment.
- **Education:**
 - Master degree or equivalent in computing or another IT-relevant field;
 - A certification in ITIL, PRINCE 2 or equivalent best practices in IT project management training is a strong asset;
 - 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 Competencies and demonstrated experience in:**
 - Solid background knowledge in IT operations and applications development;
 - IT management processes such as capacity management, request management, change management, asset and configuration management;

- Project and quality management of IT projects;
 - Coordinating IT activities on a large scale would be advantageous.
 - **Behavioral Competencies:**
 - Collaborate: Ability to facilitate 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 analyze 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.
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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.