

# Job Title: IT Application Management Officer IO0084

Requisition ID **6961** - Posted - (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.

ITER Organization (IO) is an Equal Opportunity/Inclusive organization committed to diversity in the workplace, with diversity and Inclusiveness being one of the ITER Values.

As IO attracts and retains people coming from a vast array of different backgrounds and cultures, bias and exclusion cannot be tolerated. IO believes it is our diverse perspectives and backgrounds that gives unique strength and value to the ITER mission, regardless of race, member nation, gender, religion, status, sexual orientation, or disability - all are welcome and respected at ITER.

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:** 19/05/2023

**Domain:** Corporate Domain

**Division:** Information Technology Division

**Section:** IT System and Operation Section

**Group:** IT Operation

**Job Family:** Project Support

**Job Role:** Project Officer

**Job Grade:** P3

**Language requirements:** Fluent in English (written & spoken)

**Contract duration:** Up to 5 years

## **Purpose**

As an Information Technology (IT) Application Management Officer at ITER Organization (IO), you will play a fundamental role in the IT Division by providing leadership and operational direction in the context of the strategic goal “Centralization of IT Operations”, especially in the domain of Application Management.

## **Background**

ITER IT is implementing best practices and internationally recognized methodologies to manage its internal processes to provide services and assure compliance for Information Technology in the ITER organization and its project partners. With approximately 3500+ IT users scattered in 12 buildings in the ITER campus, this position will contribute to the efficiency of the IO IT users.

ITER IT is service minded and has endorsed a strong IT Service Management culture through an ITIL certification long term plan. ITIL is the reference framework for the IT Operations.

The IT System and Operation Section (ITSO), part of the IT Division, has the following primary functions: (1) Service operation, user support and service desk; (2) Central IT systems management, virtualization, application hosting, databases, data management, computing clusters, storage systems, cloud services, data replication and backup/archive and recovery; (3) Software assets and license management (4) IT network and security with more than 15000 ports; (5) Telecommunications and videoconference systems and (6) the IO Scientific Data and Computing Center.

## **Key Duties, Scope, and Level of Accountability**

- Manages implementation, governance, and support of ITER applications;
- Responsible for analyzing, planning, and organizing support of production applications while managing risk, workload, scope, capacity, schedule, and budget;
- Partners with project sponsors, business and technical partners, subject matter experts, end users, technical resources (internal and third-party suppliers/vendors), senior management, and executives in the delivery and support of applications;
- Ensures stability of the “production” environment and IT services through monitoring, change management, proactive resource planning, and management of recurrent operations, anticipating potential failures or issues;
- Liaises closely with project teams to support the design of services, and ensure alignment and consistency between project implementation and needs, as well as promoting systems integration and robust IT architecture;
- Confirms that new, modified or discontinued services meet operational expectations and expected value, minimizing negative impact to users during change management;

- Contribute to the change management processes and coordinates the deployment of upgrades and new solutions;
- Leads continuous improvement in IT Operations to increase efficiency and reduce operational costs;
- Executes resource planning for the IT services/applications/systems within scope, and supports the capacity/availability planning for the underpinning infrastructure components by providing requirements;
- Ensures communication with Stakeholders, and other IT teams, especially as it relates to potential risk and solutions;
- Contributes to the accuracy and completeness of dashboards, monitors, alert and alarm systems in production;
- Ensures that procedures and manuals are up to date and aligned to the evolving IT landscape;
- Contributes to and manages the definition of Service Level Agreements (SLAs), Operational Level Agreements (OLAs) contracts and Key Performance Indicators (KPIs) related to Application Management;
- Manages the availability of Service Level Agreements (SLAs), and contributes to the management of the underpinning contracts/activities including the on call service (may be required to take part of the on call);
- May be required to work outside ITER Organization reference working hours, including nights, week-ends and public holidays.

### Measure of Effectiveness

---

- Proactively ensures performance of the ITER IT systems within defined parameters;
- Coordinates system changes and deployments efficiently and on time;
- Provides accurate monitoring and reporting of the IT production environment and implements preventive/ corrective actions within defined schedule;
- Identifies root cause(s) of issues, develops and implements solutions within the defined cost and schedule;
- Ensures the security, confidentiality and availability of the ITER data;
- Manages IT Operation projects to maintain (technical obsolescence) or improve the level of efficiency of the IT systems to maximize the business value of the IT services provided to the IO users.

### Experience & Profile

---

- **Professional Experience:**
  - Minimum 8 years' experience in IT Operations or IT Applications Management within complex international environments or projects.
- **Education:**
  - Master degree or equivalent in Engineering, IT or Computer Science field or other relevant discipline;
  - 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:**
  - Processes, procedures, and best practices within IT Operations domain in the context of application management, monitoring and controlling, including but not limited to: event management, risk/incident management, change management, and release & deployment management;
  - Managing changes to the IT production environment, and coordinating the deployment of upgrades and new solutions;
  - Risk analysis and risk management applied to business continuity, and in the context of IT application security;
  - Design and operations of end-to-end processes and related systems for the application monitoring (user experience monitoring);
  - Planning: define scopes of work, estimating cost, sequencing, risk and planning for change management;
  - Interface management: identify, maintain, and / or resolve technical and functional interfaces to reach Project goals;
  - Project management (in a hybrid environment on-prem/on cloud): planning, measuring progress, managing risks and costs, and reporting on progress to manage programs or initiatives within the constraints of human and financial constraints;
  - Coordinating staff and / or contractors activities in an international scientific or engineering context is considered an advantage;
  - Experience in the service lifecycle management is considered an advantage;
  - ITIL Service Operation certification is required, other ITIL certifications or Project Management methodologies (PMP-PMI or Prince 2) are 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.

---

### 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 (Knowledge of these competencies may be acquired through on-board training at basic understanding level for all ITER staff members) :
  - 1) Nuclear Safety, Environment, Radioprotection and Pressured Equipment

## 2) Occupational Health, Safety & Security

### 3) Quality Assurance Processes

- 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.
- For staff expected to perform on-call, shift hours, or other work outside ITER Organization reference working hours, including nights, weekends, and public holidays, the possession of a driving license valid in France is required. No commuting vehicle will be provided by the ITER Organization.