

IT Project Support Technicians (ESA ESRIN)

Location: Italy, Frascati, ESA ESRIN

Deadline: 13/11/2019

Reference: 100021

Contract duration: Permanent Contract (tbd)

Sapienza Consulting is recruiting a team of Project Support Technicians to support ESA in IT projects in the "end user and evolution" domain. Currently the projects in the pipeline include:

- Office 365 – introduction in the Agency of the Office 365 ecosystem. The project scope includes the migration of emails, libraries and Notes applications and the design of a new MacOs and Windows image.
- IAM – design and deploy of an Identity and Access Management tool (IBM IGI). The project scope includes the definition of the IT user's digital identity, its lifecycles and the required interfaces and processes to provision IT services to end users.
- Digital signature – design and deploy of digital certificate to allow digital signature. The project scope includes the design and set-up of the required infrastructure and services.
- ESAnow – configuration of the Agency request management, asset management and recharge management tool based on the ServiceNow SaaS.

The team will be composed with at least one "End-user platform specialist" and one "MS Office 365 specialist"

Responsibilities:

- Define and document user requirements related to new evolution activities.
- Design new IT solutions aligned with user requirements.
- Create and keep relevant documentation accurate
- Prepare technical documentation in accordance with ESA QMS and ESA Security Directives to ensure service acceptance of the technical solution
- Review technical documentation and provide feedback.
- Prepare ad-hoc presentations.
- Attend at project progress meeting.
- Prepare (design, document and deploy) POCs on new IT solutions.
- Coordinate pilots (engaging users, collecting and documenting their feedback) on new IT services.
- Submit request for changes on the production environment
- Participate to Service Readiness Reviews for the acceptance of newly deployed services.
- Collaborate with all the team members of the project
- Provide Post Go Live support on new IT solutions

Profiles in the IT Project Support Team:

- Bachelor's degree in IT or Computer Science
- At least 4 years of relevant work experience

- Fluent in English

Technical knowledge required for the “End-user platform specialist” profile:

- Expert knowledge of MS Windows 10 – configuration, deployment and operation
- Expert knowledge of Mac OS – configuration, deployment and operation
- Knowledge of iOS - configuration, deployment and operation
- Knowledge of Android - configuration, deployment and operation
- Knowledge of SCCM & Intune
- Knowledge of JAMF

Technical skills required for the “MS Office 365 specialist” position:

- Expert knowledge of the MS Office 365 ecosystem in particular of:
 - a) Exchange on line
 - b) Skype for Business, Teams
 - c) Project on line, planner, To-do
 - d) MS Office on line
 - e) Onedrive
 - f) Yammer
- Expert knowledge and hands-on experience on the set-up and configuration of the MS Office 365 tenant
- Expert knowledge of MS Office 365 authentication and authorization options (ADFS, MS MFA)
- Strong Knowledge and hands-on experience of powershell
- Knowledge of MS Office 365 conditional access
- Proven hands-on experience in the design of solutions based on MS Office 365.

Contact:

Candidates must be eligible to work in the EU

Please send your CV (in English) as soon as possible, but no later than **13 November 2019** to **jobs@sapienzaconsulting.com**