

ESEC Operation Team

Job Description

24/7 Operations Team Member (m/f)

Redu Space Services (RSS) has a vacancy for a member of the Operations Team at the ESA Security and Education Center (ESEC), in Redu in the Ardennes region of Belgium.

The 24/7 Operations team provides monitoring and operations support to a wide variety of projects and missions: currently supporting ESEC on Facility Management as User Help Desk (UHD), Small Satellite Operations, Galileo and EGNOS navigation, EDRS Mission Operations Centre (EDRS MOC) and Backup Feeder Link (BFLGS). The Service Operations requires 24/7 support and, as a member of the Team you will work within the Operations Shift Rotation reporting directly to the Shift Operations Team Leader. Operations are supported from the SCR (Station Control Room).

Ideal candidate profile

Key tasks & responsibilities

- ✓ Be part of a 24/7 shift team manning the Service Control Room;
- ✓ Operate the Helpdesk Systems for the day to day activities respecting the Service Level Agreement's rules;
- ✓ Use the Help Desk reporting tools for tracking anomalies and issues;
- ✓ Perform the Level 1 Preventive and Corrective Maintenance;
- ✓ Perform Level 1 Contingency resolution;
- ✓ Provide analysis and support for Anomaly identification;
- ✓ Provide support in the operation of hosted equipment;
- ✓ Participate in the ESA and RSS future missions' development;
- ✓ Provide support to RSS in projects and activities related to your domains of activities;
- ✓ Provide ad-hoc support as requested by the company management to play a key role in service delivery;
- ✓ Assist the SHIFT Team Leader for operation documents and procedures creation/review/simulation and validation, service improvement identification and implementation.

Required skills

We are looking for candidates with the following skills

- ✓ Technical High School diploma, bachelor's degree or equivalent technical qualification ideally in a Telecommunications/Electronic or Electrical related discipline;
- ✓ Fluency in English is mandatory, knowledge of French is an asset;
- ✓ Thorough experience with Microsoft Office products (Word, Excel, PowerPoint, MS project, etc.);
- ✓ Previous experience using a UHD software application and/or project management tools is considered as a plus;
- ✓ Strong customer satisfaction and quality service delivery orientation;
- ✓ Proactive problems solving attitude;
- ✓ High level of motivation, proactivity and consistency are essential, high capacity to adapt and react to different kind of situation in the operational environment, self-driven with high flexibility and good communication skills, strong learning capacity;
- ✓ Adaptable to the company changes;
- ✓ Willingness and flexibility for short-notice availability during the off-work shift days;
- ✓ Willingness to travel nationally and abroad for training purpose.
- ✓ Familiar with multi-mission operational environments;
- ✓ Ability to operate in a multi-national team organization;
- ✓ Interfacing with national and international operations stakeholders;
- ✓ Good team spirit and communication skills;

The candidate shall act respecting the RSS Values & Behaviors for the company's success, reputation and sustainable growth.

If you wish to apply for this job opportunity, please submit your application letter and CV by email to marieve.bellot@reduspaceservices.com