

The EGI Foundation is looking for a Service Portfolio Management (SPM) Specialist

Job Summary

We are looking for a Service Portfolio Management (SPM) Specialist to contribute to the management of the portfolio of services offered by the EGI Federation, and the service and resource portfolios in EC funded projects in which EGI takes a major role. This involves playing an active part in the EGI Integrated Management System.

The SPM Specialist supports the EGI Federation and wider community in defining service strategies according to best practices and standards in the area, and assists in the improvement of community awareness and maturity in managing services.

The SPM Specialist will assist multiple actors and communities in bringing their services, data and other resources to a shared European ecosystem for research. This will involve variously acting as a facilitator, consultant and support to actors in the European research space in better describing, defining, delivering and managing their services.

This role is within the Strategy and Innovation Team of the EGI Foundation. The SPM Specialist will work in close collaboration with international scientific collaborations in European projects.

Job Purpose and Responsibilities

- Support the operation of the EGI Services & Solutions Board (SSB) in defining current and future service from EGI and partners.
- Contribute to the EGI Integrated Management System (IMS) used to manage quality and services within the organisation.
- Lead internal projects to contribute to the implementation of the EGI Foundation and Federation strategy, or improvement of the Integrated Management System.
- Write and contribute to briefing papers, reports, deliverables and other documents related to delivering services and other resources in support of European research.
- Assist the EGI Federation members in improving and evolving the management of their services and service strategies.
- Enable projects and communities to bring their services, data and other resources to federated European scale service ecosystems such as the European Open Science Cloud (EOSC).
- Contribute to the program of EGI events.
- Participate in the preparation of European and thematic project proposals.
- Contribute to the delivery of the EGI Strategy.

Relationships

- With the Service Portfolio Manager.
- With the Strategy and Innovation Lead and the Strategy and Innovation Team members.

- With the Management Team who will identify areas for development and provide feedback on the generated activities.
- With the members and chairs of relevant policy groups and strategic initiatives.
- With project partners participating in Service Portfolio Management activities.
- With internal stakeholders to inform them on service strategy and overall foundation strategy and its implementation.
- With the IMS team (including the Service Portfolio Manager, SPM Process Owner and IMS Manager).

Job Requirements

- Essential Requirements
 - Bachelor's degree in a relevant subject or an equivalent combination of relevant experience and/or education and training.
 - 2+ year experience involving Service Portfolio Management, and in general IT Service Management (4+ years for the senior profile).
 - The ability to organise and facilitate meetings efficiently and to prepare reports.
 - The ability to write clear documents summarising complex concepts and situations.
 - Confidence in presenting to various stakeholder types, remotely and in person.
 - The ability to work independently and remotely.
 - Strong command of the English language (reading, writing and speaking).
- Other Requirements
 - Experience in service management for the research sector.
 - Experience in external or external consultancy, especially in defining service portfolios and deploying management systems.
 - Significant experience with European research policies, e-Infrastructures and national/European research governance.
 - Experience in working in international teams is a plus.

Offer

- The position is offered for a period of one year renewable upon satisfactory performance.
- This is a full-time (40 hours per week) position.
- The place of work is the EGI Foundation office in Amsterdam (relocation package available) or a remote one depending on the demonstrated experience of the candidate, in accordance to the EGI Foundation terms of employment.
- Depending on experience, for an employee working in the Netherlands, gross salary for a full-time position will be in the range of €4,300 to €5,300 per month, with additional holiday (8% annual gross) and end of year (5% annual gross) bonuses.
- Non-native employees new to the Netherlands may be eligible for a special tax benefit.
- There is a company health and pension scheme to which both the employer and employee contribute and 31 days of leave.

Equal opportunities

The EGI Foundation is committed to creating a diverse environment and is proud to be an equal opportunities employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

Process and timeline

- Closing date for applications: 17 January 2021
- Online interviews: 25 January - 05 February 2021
- Expected starting date: ideally in Q1 2021

Apply

To apply, we invite you to send us the following two items by email, to jobs@egi.eu:

- A cover letter (in PDF format), explaining your motivation for applying and how you meet the requirements outlined above.
- A CV (in PDF format), max 3 pages.

Incomplete applications will not be considered.

Thank you for your interest!