(Senior) Operations Officer

1  Job Purpose & Responsibilities

The Operations Officer will work as part of the EGI.eu operations team, and with the EGI team of experts within the community that provide vital technical services or technical coordination (the EGI Core Activities) that provide a secure, reliable and integrated production infrastructure. The Operations Officer will report to the Senior Operations Manager and will be responsible for:

- Supervising the status of EGI’s global operational services and individual NGI operational services, identifying issues and contributing to the definition of service provisioning development plans;
- Participate to the EGI cloud and AAI evolution planning.
- Taking responsibility for specific processes and working groups in the operations area;
- Collaborating with NGIs to gather requirements and to address operational issues;
- Following the technology issues affecting the e-infrastructure in collaboration with the EGI Technology team and technology suppliers.
- Liaise with other e-Infrastructure and technology projects to establish collaborations and gathering requirements around provisioning of cloud and data platforms.
- Works with the EGI service providers to define the requirements and plans for the deployment of new platforms and services. And coordinate the deployment of platforms pilots and test-beds in a federated environment.
- Participate to the software provisioning process of EGI, including the definition of quality criteria for the new platforms to be deployed.
- Represents EGI at conferences, symposia and meetings, promoting EGI objectives, services and projects.

2  Relationships

The (Senior) Operations Officer is part of the EGI.eu Operations Team, and will communicate:

- With the Senior Operations Manager who will manage the work of the Operations Team.
- With the National Grid Initiatives part of the project to support their activities and gather requirements.
- With the integrated and peer Resource Providers to define integration roadmaps.
- With the Technical Outreach team to support them about deployed software and operational tools
- With the EGI.eu partners who are delivering the Services, Coordination and Security functions that constitute the EGI Core Services.
- With the Operations Managers of external Resource Infrastructures to ensure interoperation and operations coordination across infrastructures.
- With the participants of the projects where EGI.eu is involved.
3 Additional Requirements

- Extensive experience in the operations of distributed infrastructures, Cloud and HTC. Including provisioning of federated services, and operational services (Monitoring, Accounting).
- Knowledge of cloud computing, HTC, and related technologies and standards.
- Knowledge of federated identity management and AAI.
- Ability to gather and analyse requirements from the service providers and researchers and liaise with the software providers for the prioritization and implementation. Expertise to formulate integration plan of new platforms in distributed e-infrastructures.
- Knowledge of software release management.
- Ability to lead and motivate distributed technical teams.
- Knowledge of IT service management is a plus.
- University education with relevant further work experience.
- Ability to travel within Europe, occasionally worldwide.
- Experience in working in international/distributed teams.
- Ability to communicate clearly through proficient use of English (speaking, writing, presentation skills).
- Ability to function well under stress and prioritise work to meet challenging deadlines.

4 Duration and Salary

- The position is offered for the period of one year renewable upon satisfactory performance.
- This is a full time position based in Amsterdam.

Depending on experience, gross salary will be in the range of 3,552 to 4,855 € per month, with additional holiday (8% annual gross) and end of year (5% annual gross) being paid proportionally to the time employed. Higher salary may be envisaged for exceptional profiles. Non-native employees new to the Netherlands may be eligible for a special tax status. There is a company health and pension scheme to which both the employer and employee contribute. Further details if called to interview.

5 Equal opportunity

EGI.eu is committed to creating a diverse environment and is proud to be an equal opportunity 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.

6 To apply

Please send a cover letter and your CV to jobs@egi.eu before Friday 3rd April 2015, 5:00pm CET.