



**HE Space** is a successful international space company. For 40 years, we have been supporting our customers with qualified experts in the field of engineering, science and administration. HE Space has joined forces with CS Group to lead the engineering and digital space market in Europe and to provide highly skilled consulting.

## Operational Users Support Officer

### Key Tasks and Responsibilities

As part of EUSPA, you will have the following responsibilities:

- Security operation activities as follows (the list is indicative and non-exhaustive):
- Supporting the EUSPA in the training and certification of operational users for Galileo and other Space Programmes in line with its infrastructure releases and services evolutions.
- Support the coordination and participation of operational users to Programme activities such as Service validation of new service milestones and service evolutions.
- Support the organisation and execution of consultation sessions and workshops with Operational users workshops hosted by EUSPA.
- Support EUSPA in the provision of the technical assistance to CPAs to perform its tasks as defined in [AD-03].
- Support EUSPA in the provision of assistance for compliance verification in line with [AD-03].
- Support EUSPA when designated as a Competent PRS Authority within the conditions defined in [AD-03].
- Operate helpdesk and develop operator interfaces:
- Support the SST and GSC helpdesk operations, as the support channel for users, handling users' requests, and interfacing with the SST National Operation Centres as required
- Support the development of helpdesk tools e.g. ticketing system, and associated processes and procedures, to manage service requests and incidents
- Support the Taskforce in charge of communication and coordination of responses in critical operations, incl. SST high interest events, that require time critical communications, beyond standard services
- Support the Taskforce in charge of communication and coordination of responses in critical operations,
- Support the development of performance reporting tools, considering the collection and pre-processing of relevant data, for the establishment, monitoring and reporting on Key Performance Indicators (KPIs)
- Support the development of Service Provision interfaces (e.g. SST Portal, EU-GNSS Portal), supporting the requirements collection, and design, development, testing and deployment of new and improved features

### **Skills & Experience**

You will have the following qualifications and relevant experience:

- Bachelor's in aerospace engineering or a relevant discipline.
- Minimum 2 years of experience in IT operations.
- Customer focus mentality;
- Fluency in English is mandatory; knowledge of another European language is an advantage.

This job can be located in **Madrid or Paris**.

If you think you have what it takes for this job, please send your CV (in English and in Word or PDF) to Leandros Foteinias, by clicking on the button "Apply for this job".

An exciting and dynamic international working environment awaits you!