# IT Support Analyst (10186)

**Job Location**

UK (Head Office)

**Area / Department**

Software Data Management and IT

**Contract Type**

Permanent

**Salary**

Competitive salary with generous pension, healthcare and leave benefits

**Closing Date**

20/04/2022

**Ref No**

10186

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Being part of Team SKA means contributing to something extraordinary: a uniquely exciting project to advance human knowledge that will last for decades. In return, we offer a diverse multicultural working environment, 30 days annual leave plus public holidays, a generous pension scheme, regular social events, a family-friendly environment and much more. Come and join us!

A unique opportunity for an IT Support Analyst to join a multicultural, international organisation.

## The Role

As an IT Support Analyst you will maintain and work to continuously improve the IT service provided to all SKAO staff, by delivering support services and technical development tasks, and administering the asset lifecycle process. You will also perform service maintenance, liaising with the SKAO staff and the wider SKAO community.

The IT Support Analyst will report to the IT Service Manager and will work alongside the other IT Support Analysts, support staff in Australia and South Africa, as well as other specialists.

The ideal candidate is an enthusiastic individual who is looking to move up in their career within an IT support role. They will be able to plan their own work over short timescales for routine and familiar processes, operate under limited guidance, and use minor discretion in resolving issues or enquiries.

We welcome applications from candidates of all nationalities, especially those from member countries. However, for this role relocation support will not be available and applicants must be able to comply with the terms of a UK based local contract, details of which may be accessed on SKAO’s recruitment portal.

This role will be based at the SKAO Headquarters at Jodrell Bank, Cheshire, UK, but flexibility around working hours will be accommodated in agreement with the Line Manager and where operationally viable.

## Key Responsibilities, Accountabilities and Duties

* Working as part of the international IT Team and the wider technical community, utilising the Service Desk and other tools to deliver support.
* Providing technical support for the wider Information & Communications Technology (ICT) services including performing incident, request & problem management, and support of communications, network and presentation technologies.
* Operating services and service improvements such as:
	+ Meeting and exceeding SLAs and OLAs for key activities and workflows;
	+ Working to the IT Service policy and related processes and procedures;
	+ Identifying and implementing automation opportunities to reduce repetitive work;
	+ Identifying knowledge sharing, training and documentation requirements to reduce support requests and contribute to the build up of the IT knowledge base;
	+ Maintaining and improving the IT Team’s customer relationships;
	+ Supporting the development, production and automation of reporting tailored to specific audiences.
* Supporting and maintaining meeting room systems (video conferencing, audio-visual devices and control/scheduling systems) and providing support to (sometimes large-scale) events such as conferences and large meetings where these can be physical, hybrid or virtual.
* Providing guidance and support to junior members of staff in developing their skills and sharing knowledge gained through experience and training.
* Operating asset lifecycle management including:
	+ The build of IT hardware assets, customising to customer requirements;
	+ Supporting the identification and maintenance of equipment standards;
	+ Procuring IT Hardware and Software, working with approved suppliers;
	+ Delivering the processes for repair, warranty and disposal of assets;
	+ Supporting the delivery of software asset management in line with software and data residency policies.
* Supporting Lean Agile project delivery of key IT projects delivering new services and improvements.
* Undertaking any other duties within your capabilities as may be reasonably required.

## Mandatory Knowledge, Skills and Experience

* Experience and expertise in related technical roles
* Knowledge and experience in IT service provision
* Experience in asset lifecycle management and software asset management
* Experience in prioritisation and queue management
* Knowledge and background with IT Service Management disciplines and Frameworks such as ITIL and Change Management
* Technical expert in the support of Windows client systems (currently Windows 10) and related Microsoft applications technologies
* Strong communication skills with international stakeholders
* Be a flexible team player who is adaptable to change
* Ability and willingness to work outside of normal working hours on occasion to meet service needs

## Desirable Knowledge, Skills and Experience

* Certification held in industry/community, recognised disciplines/technologies pertinent to the role (i.e. Microsoft Certified Professional)
* Experience with Microsoft, Apple and Google computing devices, mobile device technologies and device management systems
* Experience with Microsoft Exchange and Microsoft Online services like Azure and O365
* Experience in administering and supporting Zoom or Teams, or Cloud products such as Dropbox, Google Workspace (G-Suite) and Atlassian products
* Programming/scripting experience and capability across multiple platforms
* Experience of Lean Agile project management
* Experience of working in a multicultural team

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# SKA-Mid Telescope Domain Specialist (10190)

**Job Location**

UK (Head Office)

**Area / Department**

Engineering and Project Management

**Contract Type**

Permanent

**Salary**

Competitive salary with generous pension, private heathcare and leave benefits

**Closing Date**

29/04/2022

**Ref No**

10190

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A unique opportunity for a senior engineer to join an international team and participate in the construction, verification and commissioning of one of the largest scientific facilities on the planet.

## The Role

The SKA-Mid Telescope Domain Specialist is a member of the SKA-Mid Telescope Delivery Team (TDT), a multidisciplinary team responsible for the “delivery” of the SKA-Mid Telescope. Within the team, the SKA-Mid Telescope Domain Specialist will provide engineering support and leadership, both in their specific discipline and across the entire SKA-Mid Telescope. Working in collaboration with the SKAO System Scientists, they are responsible for the performance of the SKA-Mid Telescope.

The SKA-Mid Telescope Domain Specialist reports to the SKAO Project Engineer.

This role will be based at the SKAO Global Headquarters at Jodrell Bank, UK, and will require occasional travel and liaising with colleagues located overseas.

In line with our Flexible Working Policy, flexibility around working hours may be accommodated in agreement with the Line Manager where operationally viable, ensuring telescope delivery is not impacted.

## Key Responsibilities, Accountabilities and Duties

* Provide guidance, advice and technical leadership in the area of domain expertise for the SKA MID Telescope, as a member of the MID Telescope Delivery Team (TDT), both at a system level and in their area of expertise.
* Support the SKA Project Engineer and SKA System Scientist in leading engineering analysis, technical notes, and engineering reports as required.
* Advise the TDT Project Manager on technical risks and performance compliance.
* Identify and manage any technical issues through engineering analysis.
* Apply a systemic approach to problem solving, demonstrating a comprehensive understanding of the work area’s technology and process.
* Lead team projects, and provide specialist assistance to working groups, colleagues and engineering project managers.
* Support and advise on system design and verification work for the MID Telescope.
* Represent SKAO at technical professional forums to keep up to date with best practice within a specialist engineering field.
* Occasionally travel nationally and internationally as required.
* Undertake any other reasonable duties as directed by the SKA Project Engineer or a member of SKAO Senior Leadership Team.

## Mandatory Knowledge, Skills and Experience

* Degree in Physics, Engineering or another closely related and relevant field, or equivalent experience.
* Substantial experience in the engineering of large, high-value research and development projects; radio astronomy, astronomy, telecommunications or defence - or a broad technical knowledge of the engineering of high technology systems, such as large observatories, space systems, telecommunications networks, nuclear power plants, etc.
* Proven experience in one or more of the following fields as specialist engineer:
	+ Radio Frequency (in the MID operational Frequency Band);
	+ Antenna and Feed design, including experience in cryogenic systems;
	+ Beam Forming and Phased array, including experience of calibration techniques;
	+ ADC and digital signal processing, including correlation techniques;
	+ Mechatronic and mechanical design of telescope/antenna infrastructures;
	+ Verification of complex systems;
	+ Software development and integration for scientific projects.
* Experience in working with international projects and scientists from a variety of cultures, including projects with 'in-kind' contribution.
* Experience in leading diverse professional staff/project teams with the ability to coach and mentor.
* Ability to seek out and examine a range of information to identify patterns, trends and options, to solve multifaceted and complex problems, and apply this with due consideration to the specific operating context of SKAO.
* Effective oral and written communication skills in English with the ability to influence people in widely differing parts of a complex organisation.

## Desirable Knowledge, Skills and Experience

* Membership of, or eligibility for, a recognised national or international engineering institute.
* Knowledge of, or a demonstrable interest in, the development, operation and ethos of large-scale international research infrastructures such as observatories.
* Experience in design for volume production and/or in large-scale manufacturing and assembly.
* Familiarity with telescopes based on radio interferometry, including experience with debugging interferometers at an early stage of development.

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# Head Of Science Operations (10192)

**Job Location**

UK (Head Office)

**Area / Department**

Telescope Operations

**Contract Type**

Permanent

**Salary**

Competitive salary with generous pension, private healthcare and leave benefits

**Closing Date**

25/04/2022

**Ref No**

10192

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An exciting opportunity for a motivated and experienced radio astronomer with knowledge, experience and understanding of the end-to-end operations of a (radio) observatory to join an international team and contribute to the delivery of one of the largest science facilities on earth.

## The Role

The SKA Observatory (SKAO) has begun the construction phase of its two telescopes and will partner closely with a global network of SKA Regional Centres through which astronomers will access SKA science data products and a suite of software tools and resources to analyse their SKA data.

The SKAO will operate for 24 hours every day, executing its observing schedules in a flexible manner, to maximise its scientific productivity and access to the southern sky. Although the two SKA telescopes operate over different frequency ranges using different technologies, there will be opportunities for joint observing programmes.

The Head of Science Operations will lead and manage the Science Operations team at the SKAO Global Headquarters in the UK and will define, implement and guide the observatory-wide science operations planning and execution. They will lead a science operations functional group with the respective SKA-Low and SKA-Mid Heads of Science Operations (who will be responsible for telescope specific science operations).

The Head of Science Operations will be responsible for planning the observed science programme of the SKAO, as well as coordinating user-support for the SKAO community. During the construction phase, they will provide support to science commissioning activities and interface with the science community to lead a programme of science verification of SKA observing modes. They will lead and direct a team of Operations Scientists in order to achieve these goals.

The role lies within the SKAO Operations group and the post holder will be reporting to the Deputy-Director of Operations.

In line with our Flexible Working Policy, flexibility around working hours may be accommodated in agreement with the Line Manager where operationally viable, ensuring telescope delivery is not impacted.

## Key Responsibilities, Accountabilities and Duties

* Participate and contribute to the management of SKA Operations as a senior science leader, providing the strategic direction, and development of SKAO operations.
* Work collaboratively with the SKA-Low and SKA-Mid Heads of Science Operations, leading the Science Operations functional group.
* Develop and deliver a cohesive, cross-observatory vision for SKA Science Operations.
* Lead the Science Operations team in supporting the time allocation process, and lead the planning and construction of the science programme.
* Lead the development and implementation of the strategy for Science Verification, working with the SKA commissioning and SKA-Low/SKA-Mid Science Operations teams.
* Work with the SKA-Low/SKA-Mid Heads of Science Operations and the SKA commissioning teams to ensure effective support is provided of the commissioning of the SKA telescopes.
* Lead the SKAO GHQ Science Operations team, putting in place a roadmap for its future growth and development.
* Represent the Science Operations perspective to support and guide SKAO project managers and software development teams delivering the SKA telescopes, on the interpretation and implementation of the top-level requirements of the SKA Observatory.
* Provide analysis of and reports on the scientific performance of the SKA telescopes.
* Develop and implement a strategy and process for a SKA Helpdesk for the SKAO community.
* Interface with the SKAO user community to gather, analyse and report on community feedback, and promote SKAO activities.
* Pursue a programme of personal research up to 25% of employed hours (optional).
* Communicate openly, effectively, and respectfully with internal and external stakeholders (in the interests of good business practice, collaboration, and enhancement of SKAO’s reputation).
* Occasionally travel nationally and internationally as necessary and when possible in the context of any international travel restrictions (typically for one week, 2-3 times per year).
* Undertake any other reasonable duties as directed.

## Mandatory Knowledge, Skills and Experience

* PhD in Astronomy, Physics or another closely related or relevant field.
* Internationally recognised expertise in radio astronomy techniques in the acquisition, reduction, and analysis of interferometric data, including a demonstrable research record through the full cycle of applying for time through to refereed publications.
* Experience in commissioning radio astronomy (or similar) instrumentation and capabilities.
* Experience in a telescope operations leadership position, building on significant experience in the practical, day-to-day Science Operations of an astronomical observatory, or evidence of the potential to fulfil such a leadership position.
* Experience working with and influencing a diverse and globally distributed telescope user community and providing appropriate user support.
* Demonstrated record of successful leadership and management of teams, promoting diversity and developing an inclusive, high-performing culture, with experience of all aspects of people management including recruitment, capability development and performance management.
* Ability to work effectively with engineers and scientists from a variety of cultures, and to lead and influence people in widely differing parts of a complex and rapidly changing organisation.
* Effective oral and written communication skills in English.

## Desirable Knowledge, Skills and Experience

* Experience working as part of a geographically distributed team.
* Demonstrated commitment to equitable practices to facilitate the broadest possible access to the Observatory from the scientific user community.
* Experience of overseeing and supporting an observatory time allocation process.
* Ability and willingness to travel nationally and internationally as required.

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# Head Of International Relations (10193)

**Job Location**

UK with frequent international travel

**Area / Department**

Business Support function

**Contract Type**

Permanent

**Salary**

Competitive salary with generous pension, private healthcare and leave benefits

**Closing Date**

06/05/2022

**Ref No**

10193

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A unique opportunity for an experienced professional with excellent diplomatic skills, credibility and strategic and tactical thinking to join an international team and support the delivery of the world’s largest observatory dedicated to radio astronomy.

## The Role

The Head of International Relations will play a key part of the Director General’s Office and the work of the SKA Observatory (SKAO). Supporting the Director General and the SKAO’s Executive Leadership Team, you will lead on all international relations activities, ensuring that the SKAO effectively maintains and develops institutional relationships with its Member governments, partner organisations, groups and individuals in order to support delivery of its mission to construct the world’s largest observatory dedicated to radio astronomy.

The Head of International Relations will be part of a small team and as a high-profile, externally visible, first point of contact for the SKAO in many areas, will interact daily with members of the DG’s Office, the Executive Leadership Team, the Director-General and regularly with senior members of the SKAO Council and other stakeholders.

The ideal candidate will be an experienced professional with a broad skillset including highly developed diplomatic skills, excellent judgement and communication ability, the wherewithal to think both strategically and tactically at the interface between political, policy and programmatic issues, and possess the credibility to initiate, develop and then maintain external and institutional relationships relevant to all aspects of the SKAO’s business.

The role will be based at the SKAO’s Headquarters at Jodrell Bank Observatory, Cheshire, UK, and flexibility around working hours will be accommodated in agreement with the Line Manager where operationally viable.

## Key Responsibilities, Accountabilities and Duties

The Head of International Relations will work closely with senior management (within the Director General’s Office and routinely at Executive Leadership level) and senior stakeholders across the SKAO to:

* Own the international/strategic external relationship approach for the SKAO and take proactive responsibility for developing and maintaining effective and productive interactions with all external/international political/Member stakeholders at all required levels across the SKAO.
* Lead activities with the Director General, senior leaders and Council to support the ongoing sustainability and growth of the SKAO’s Membership, through strategic negotiations and interactions at all required levels as required by Council and the Director General through delegated authority.
* Work with other members of the team and beyond (including with the SKAO Programmes team) to provide guidance, direction and input on relevant international, policy and membership matters as required by the Executive Leadership Team, the Council and its stakeholders.
* Represent the SKAO in external, strategic or international forums, acting as an advocate for the Observatory, its Membership and its activities in discussions on international strategic, oversight and advisory bodies as required.
* Support the Council as required on all relevant aspects of its work programme, interacting with other areas of the DG’s Office and owning packages of work, reporting and presenting them to Council and its stakeholders.
* Lead the International Relations group and support the extensive and varied portfolio of work of the Director General’s Office and in particular, the work of the Strategy, Secretariat and Communications teams where interactions take place with the SKAO’s stakeholders.

## Mandatory Knowledge, Skills and Experience

* Experience of operating at a senior level within an international scientific and research landscape.
* Highly developed interpersonal and communication skills with the ability to convey complex and potentially sensitive information to a variety of audiences.
* Excellent track record in quickly building and maintaining successful stakeholder relationships at all levels of seniority.
* Confidence and assurance to act as an ambassador for SKAO and its interests in an international environment.
* Ability to work with high levels of ambiguity in a reactive and responsive manner.
* Excellent organisational ability and time management skills.
* Possess the appropriate level of impact and the ability to present effectively within a diverse range of stakeholders and situations.
* Well developed, and positioned, judgment making.
* Resilient and adaptable approach.

## Desirable Knowledge, Skills and Experience

* Prior experience, or exposure, to working within an Intergovernmental or International organisation.
* Experience working within international relations or a closely associated field.
* Ability to absorb a wide range of information, including on policy and technical topics, from a variety of sources and consider the wider implications for SKAO.
* Professionally qualified, likely to degree or advanced degree level or equivalent experience.
* Excellent networking, negotiating and influencing capability.
* Sound decision making process taking into consideration the wider political and international context.
* Ability to work under pressure.
* Knowledge of commonly-used IT Systems such as MS Office, Confluence, Google Docs.
* Ability and willingness to travel internationally as required.

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