IT Delivery Manager (Core AAI)

Location	Amsterdam
Reports to	Chief Information & Technology Officer
Hours	Full time
Contract	Initially it will be offered as a 1-year definite contract with the possibility of an indefinite contract thereafter.

Purpose and Context

This role is a member of the Core AAI unit in the Trust and Identity (T&I) group. The Core AAI unit operates under a matrix structure. This means that while team members primarily report to the Chief Information and Technology Officer (CITO) for standard organisational and line management responsibilities, their project-based coordination and directives are overseen by the Core AAI Service Owner. This dual-reporting structure ensures a dynamic and collaborative work environment, aligning with our commitment to operational efficiency and cross-functional integration.

The Core AAI Platform team in T&I is responsible for enabling advanced IAM/AAI services at the European and International level. The team currently delivers services to national and pan-European Research Infrastructures, to the European Open Science Cloud, to EuroHPC systems and to student mobility programmes (e.g. Erasmus), enabling millions of users to access critical research and educational services and resources.

The Delivery Manager will utilise best-practice software delivery management skills and experience to play a critical role in the success of the GEANT T&I Programme as part of a cross-functional team of Technical Leads, Solutions Architects, Product Managers, Engineers and Developers who collaborate to design, develop, implement, and operate AAI solutions for academic customers. The Delivery Manager will support the team by breaking down and translating business requirements into a prioritised delivery pipeline and backlog items that support the incremental build of strategic technical solutions, taking responsibility for its assigned specialist area, monitoring each iteration to successful conclusion.

Delivery Manager's work with and support the Solution Architect role and may participate in regular customer calls and follow up on action items as assigned.

Role Accountabilities

- Collaborate with and support Solution Architects, Engineers and Developers to analyse and capture customer IAM requirements and to design and develop coherent, tailored IAM solutions, using the GÉANT Core AAI Platform.

- As relevant to the assigned product area:
    - Leads the delivery of one or more features, capabilities or products.
    - Applies software delivery lifecycle best practice principles to each area of responsibility as appropriate.
    - Break comprehensive solution designs down into smaller, prioritised increments, based on
        - minimum viable product,
        - Incremental enhancements of value-based functionality/additional features following successful implementation of the MVP.
    - Creates and executes plans to deliver each feature, capability or product, working with resources as defined, identifying and mitigating dependencies and potential blockers.
    - Supports uptake of features/products/services by developing documentation, content and materials for Solution Architects to utilise in training customer teams.
- Support Solution Architects in leveraging the Core AAI Platform to seamlessly integrate with existing customer systems (the Core AAI Platform to be configured based on customer needs).
- Working with relevant colleagues to formulate roll-out plans for capabilities and features with the delegated area of responsibility, driving them through to completion.
- At all times ensure alignment with GÉANT Core AAI business objectives and technology constraints.
- Maintain a comprehensive understanding of relevant IAM policies and procedures, ensuring that assigned features/products adhere to related policies.
- Interacts with internal support teams in incident and problem management, as well as provision of information relating to releases of new functionality.
- Other duties as may reasonably be required.

Working Arrangements

We have adopted a flexible-hybrid model whereby employees work flexibly between a remote and office environment. Weekly visits to the office are required for most employees to support our values and collaborative culture and enable our teams to deliver great work. These arrangements will be role dependent and must be agreed with your line manager. For this role we anticipate that you will be required in the office at least 1 day per week. This requirement may change, and you may be required to attend the office on more days per week from time to time or on an on-going basis if the needs of the business change.

Business Travel

Occasional business travel may be required in this role. Travel will mainly be within Europe, but some worldwide travel may be required.

Experience, Knowledge and Skills

Essential

- Experience in implementing solutions tailored to customers' requirements.

- Strong prioritisation, organisational and time management skills, with the ability to manage multiple activities simultaneously, define project timelines, and ensure timely delivery of projects.

- Excellent written and verbal communication skills in English, with the ability to effectively communicate complex technical concepts to diverse audiences, both in small group settings and large presentations.

- Demonstrates a collaborative mindset and the ability to work effectively with cross-functional teams, engage with stakeholders, and maintain positive relationships with both internal and external partners.

- Experience and good understanding of requirement gathering and feedback techniques.

- Experience in preparing user training material, hands-on workshops, info shares, screencasts and other user-facing support material in the form of blog posts, case studies, hands-on examples, etc.

- Ability to thrive in a fast-paced, distributed team environment, adapting to new challenges and embracing changes as they arise.

Desirable

- Experience in software development processes and source control and issue tracking systems.

- Knowledge of relevant regulations, industry standards, and best practices in IAM, as well as the ability to work closely with cybersecurity teams to ensure that IAM solutions are designed and implemented with a strong focus on security and compliance.

- A good understanding of IAM concepts, protocols, and technologies, such as OpenID Connect, OAuth, SAML2.

- Knowledge of the AARC Blueprint Architecture and its accompanying implementation guidelines.

- The ideal candidate should be agile and adaptable, with proven experience in delivering features and products using programming languages such as Python and JavaScript, and modern frameworks such as FastAPI for Python and ReactJS for frontend development, with the ability to quickly learn and implement new programming languages and technical frameworks.

- Strong familiarity with cloud computing and containerization platforms, including but not limited to AWS (Amazon Web Services) and Kubernetes, to effectively manage and scale applications in a cloud-native environment. The role demands a dynamic approach to technology, with a readiness to embrace and master new infrastructure platforms as they evolve and become integral to our operations.

- Knowledge of the GÉANT community and other international Research and Education initiatives, such the European Open Science Cloud, EuroHPC and the Erasmus+ programme.

Core Competencies

The core competencies set out below apply to all employees with GEANT.

Problem Solving and Decision Making
The ability to work with information of different kinds and draw on different types of thinking processes in order to carry out tasks and activities, respond appropriately to issues, develop solutions to problems and make appropriate decisions.

Customer Focus
The desire to meet the needs of internal and external customers; focusing efforts on discovering and satisfying their needs.

Self Motivation and Commitment to Results
The willingness to take responsibility for your own area of work (within a team) and the drive and tenacity to overcome difficulties and see things through to successful completion, on time.

Innovation and Improvement
Noticing and seeking out where there are problems or opportunities; proposing creative new ideas and showing the initiative to take action when appropriate.

Teamwork
Working cooperatively and effectively with others as part of an immediate team and across the organisation and wider community, to achieve shared goals.

Communication and Influence
The ability to convey information effectively, getting people to go along with you, but also to understand things from others' perspectives and resolve conflicting viewpoints.

Flexibility
Maintaining effectiveness in different situations; the willingness and ability to learn, adapt and change in the light of changing circumstances.

Planning and Organising
Identifying what needs to be done to achieve objectives and establishing plans and organising resources to ensure effective outcomes (where appropriate in accordance with GÉANT project/product management frameworks).