Support and QA Team Lead (Core AAI)

Job Family & Level:

Location: Amsterdam

Reports to: Chief Information & Technology Officer.

Contract: 1-year definite contract with the possibility of an indefinite contract thereafter.

Hours: Full Time - 39 hours.

Working Arrangement: Hybrid – Minimum, 1 day a week in the office.

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

Purpose and context:

This role is a member of the Core AAI unit in the Trust and Identity (T&I) group within the CITO.

The Core AAI unit operates under a matrix structure. This means that while team members 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 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 Senior Support and Quality Assurance role is positioned at the intersection of technology, service management, and user satisfaction within the Core AAI Platform team. This position is designed to uphold and enhance the quality and reliability of services through testing, effective IT Service Management practices, such as incident and problem resolution, and proactive user support. By using experience of implementing and following service management principles, such as ITIL v4 and FitSM, the role not only ensures the delivery of high-quality services that meet customer needs and expectations but also fosters a culture of continuous improvement, adaptability, and excellence. The purpose of this role is to lead by example in quality assurance and support, driving the team towards achieving operational excellence and enhancing the overall user experience of the platform, thereby supporting our mission to deliver seamless, reliable, and efficient services.

Responsibilities:

- **Service Excellence in Support:** Oversee the provision of outstanding customer support, ensuring practices align with both ITIL v4's Service Value System (SVS) / FitSM's service management principles. Emphasise efficient and effective management of service incidents and requests, aiming for high customer satisfaction and continuous service improvement.
- **Quality Assurance and Improvement:** Execute rigorous product testing to identify, document, and manage defects, aligning with the requirement for continual service improvement (CSI) and the focus on quality and reliability. Implement a systematic approach to testing and validation, ensuring that services meet customer expectations and regulatory standards.
- **Effective Problem and Incident Management:** Lead efforts in problem and incident management by applying structured approach and emphasis on minimising service disruption and resolving incidents rapidly. Facilitate collaboration between support, QA, development and operations teams to implement long-term fixes that enhance service stability and reliability.
- **Knowledge Management:** Develop and maintain a knowledge management system, documenting known issues, solutions, and service configurations. Ensure that this system supports efficient incident management and request fulfilment, enabling quick resolution of known issues and facilitating effective change management.
- **Enhancing Support and Quality Assurance Skills:** Directly mentor and train junior team members in the nuances of effective support and rigorous quality assurance practices. Emphasise the development of skills critical for identifying, documenting, and resolving issues efficiently, as well as for executing systematic testing strategies that ensure service reliability and meet customer expectations.
- **Process Optimisation and Service Automation:** Identify and implement opportunities for process optimization and automation, emphasising on efficiency and innovation. Lead initiatives to streamline service support, reduce manual errors, and improve response times.
- **Service Performance and Quality Metrics**: Establish and monitor performance metrics and quality indicators. Analyse performance data to identify trends, report on service achievements, and drive decisions on service improvements and quality assurance efforts.
- **Additional Responsibilities:** Perform other duties as required to support project success and organisational objectives.

Experience, Knowledge and Skills

Essential

With a minimum of five years in support and quality assurance within a technology environment, this role requires a proven ability to lead teams, manage service operations, and drive continuous improvement. The ideal candidate will have hands-on experience with incident and problem management, software testing, and service management frameworks such as ITIL v4 or FitSM.

Strong analytical skills, a collaborative mindset, and the ability to communicate complex information clearly is essential for success in this role.

- Proven experience with manual and automated software testing methodologies.
- Strong knowledge of ITIL v4 or FitSM, with certification preferred.
- Proficiency in service management software and issue-tracking tools.
- Excellent organisational and time management skills, with the ability to balance multiple priorities and meet deadlines.
- Strong written and verbal communication skills in English, able to present technical information clearly.
- Experience developing self-service materials to enhance user support.
- Ability to work effectively with cross-functional teams, engaging stakeholders and fostering collaboration.
- Comfortable in a fast-paced, distributed environment, with the flexibility to adapt to new challenges.

Desirable:

- Experience driving service quality improvements and efficiency.
- Understanding of customer experience strategies and how user feedback informs service enhancements.
- Knowledge of SDLC, DevOps practices, and process optimisation.
- Ability to analyse data to inform decision-making and improve service delivery.
- Familiarity with process improvement methodologies to refine QA and support workflows.

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. 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.

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).