ECMWF

EUROPEAN CENTRE FOR MEDIUM-RANGE WEATHER FORECASTS

Analyst - User Services

1. Position information

Vacancy No.: VN20-05	**Department:** Forecast
Grade: A2	**Section:** User Services
Job Ref. No.: STF-PS/20-05	**Reports to:** Data Support Team Leader
Publication Date: 18 February 2020	**Closing Date:** 31 March 2020

2. About ECMWF

ECMWF is both a research institute and a 24/7 operational service, producing and disseminating numerical weather predictions to its Member States. ECMWF carries out scientific and technical research directed to the improvement of its forecasts, collects and processes large amounts of observations, and manages a long-term archive of meteorological data. Satellite and in situ observations provide the information for up-to-date global analyses and climate reanalyses of the atmosphere, ocean and land surface.

For details, see **www.ecmwf.int/**.

3. Summary of the role

The Data Support team plays a vital role in managing the relationship and supporting customers of ECMWF real time catalogue of products (**http://www.ecmwf.int/en/forecasts/datasets/catalogue-ecmwf-real-time-products**) and users of the open data and tools provided by the Copernicus Atmosphere Monitoring Service (CAMS) and the Copernicus Climate Change Service (C3S).

The activities of the team include advice and support on data related queries, contract management, and data delivery (including delivery system configuration).

The Analyst will work in close collaboration with the other team members and will provide technical support to customers, investigate data quality, data delivery issues seeking advice from scientific and technical analysts when appropriate. The Analyst will also handle simple data decoding queries. Given the customer focus of the post, the Analyst will have excellent communication skills and ability to interact with diverse audiences.

4. Main duties and key responsibilities

- Processing enquires and requests from commercial customers
- Delivering data to commercial customers
- Providing support and technical advice about data quality, data processing and data delivery for real time data, CAMS and C3S products
- Contributing to continuous improvement of tools, applications and documentation used in the team
- Contributing to training and development projects to improve user experience
- Managing contracts as required

5. Personal attributes

- Excellent interpersonal and communication skills, listening to and respecting the views of others
- Ability to communicate with and understand the complex requirements of users in the use of large volumes of data and software
- Ability to communicate technical concepts clearly to both non-technical and technical people
- Good analytical and problem-solving skills with a proactive approach
- An interest in identifying, investigating and resolving technical problems and articulating an appropriate solution
- Ability to work under pressure and to interact with demanding users
- Flexibility to adapt to changing organisational priorities and user needs
- Ability to work collaboratively, sharing expertise and lessons learned with colleagues
- Dedication and enthusiasm to work in a team

6. Qualifications and experience required

Education	A university degree, or equivalent, in a scientific discipline, e.g. meteorology, (atmospheric) physics, applied mathematics and computational science.
Experience	Demonstrated experience in supporting users, experience of Atlassian JIRA, JIRA Service Desk, Confluence is desirable. Experience of UNIX and/or Linux environment is highly desirable. Experience in handling GRIB and/or NetCDF data is highly desirable. Exposure to open data challenges (delivery, funding, knowledge sharing, etc.) would be a definite advantage. Understanding of data policies would be an advantage.
Knowledge and skills (including language)	Good knowledge of high-level programming languages, including Python, and shell scripts on Unix/Linux, is required. Good understanding of using application packages to access and process data. Some basic knowledge of weather, atmospheric and/or climate data and services would be desirable.

	Candidates must be able to work effectively in English and interviews will be conducted in English. A good knowledge of one of the Centre's other working languages (French or German) would be an advantage.

7. Other information

The successful candidate will be recruited at the **A2** grade, according to the scales of the Co-ordinated Organisations and the annual salary will be **£60,590.64** net of tax.

This position is assigned to the employment category **STF-PS** as defined in the Staff Regulations.

Full details of salary scales and allowances are available on the ECMWF website at **www.ecmwf.int/en/about/jobs**, including the Centre's Staff Regulations regarding the terms and conditions of employment.

Starting date: As soon as possible

Length of contract: To 30th September 2021

Location: The role will be based in the Reading area, in Berkshire, United Kingdom.

8. How to apply

Please apply by completing the online application form available at **www.ecmwf.int/en/about/jobs**.

At ECMWF, we consider an inclusive environment as key for our success. We are dedicated to ensure a workplace that embraces diversity and provides equal opportunities for all, without distinction as to race, gender, age, marital status, social status, disability, sexual orientation, religion, personality, ethnicity and culture. We value the benefits derived from a diverse workforce and are committed to having staff that reflect the diversity of the countries that are part of our community, in an environment that nurtures equality and inclusion.

Staff are usually recruited from among nationals of the following Member States and Co-operating States:

Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, the former Yugoslav Republic of Macedonia, Finland, France, Hungary, Germany, Greece, Iceland, Ireland, Israel, Italy, Latvia, Lithuania, Luxembourg, Montenegro, Morocco, the Netherlands, Norway, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Staff from other countries may be considered in exceptional cases.