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# Identity and Access Management (IAM) Community Support Specialist

We only accept applications via email: [jobs@egi.eu](mailto:jobs@egi.eu).

<https://www.egi.eu/article/job-identity-and-access-management-iam-community-support-specialist/>

We are looking for an Identity and Access Management (IAM) Community Support Specialist to assist EGI in engaging with and **technically supporting** international research communities with IAM solutions. The support specialist will work on **collecting community requirements** concerning **access control** in distributed environments and enabling matching solutions based on services and technologies from the EGI federation and from its broader partner network. EGI has a long-running experience in supporting international research communities with advanced computing solutions including IAM that enables federated access to distributed services and data.

The position requires strong experience with IAM technologies, and skills in working with customers and providers in an international setting. The work consists of collecting and analysing user requirements, defining and coordinating service integration and delivery projects, defining and running validation tests, and distilling insights and projecting future trends from the user requirements for the EGI IAM technical roadmap.

The IAM Community Support Specialist will work in the Community Support Team of the EGI Foundation in strong collaboration with the IAM Solutions Architect from the Technical Solutions Team. Direct liaisons include the EGI Service Delivery Team of EGI and IAM experts from the broader EGI federation. The position offers the opportunity to work in EU-funded international research projects.

## Job purpose and responsibilities

The IAM Community Support Specialist will assist the setup and configuration of IAM systems for international communities, will ensure that the EGI IAM services offer solutions that meet the needs of international user groups, scientific projects, and European Research Infrastructures.

Specific responsibilities include:

- Serve international research communities and partners of EGI with **IAM solutions** and trusted, federated identity management.

- Collection of technical requirements to design/implement identity management systems that meet community expectations.
- Identify potential **gaps** in the EGI **service** offerings related to IAM.
- Support the IAM Solution Architect of EGI to define the EGI IAM technical roadmap and in setting priorities and implementation plans for the EGI IAM services.
- Participate in the definition and execution of technology co-design and validation programmes.
- Support IAM pilot integrations of scientific use cases with the broader portfolio of thematic services and data analytics platforms running in EGI.
- Liaise with technical teams in EGI to ensure that the EGI services evolve according to the new user requirements.
- Coordinate small projects and interest groups with research communities, technology providers, service providers and peer e-infrastructures to deeply explore IAM topics of common interest.
- Participate in training activities for new communities and new customers.
- Keep himself/herself abreast of technical developments in scope in his/her solution area and maintain relevant knowledge of technology standards and best practices.

### Relationships

- With the scientific user communities of EGI to collect technical requirements with a focus on Identity and Access Management, to identify existing solutions and potential gaps in EGI services, to co-design and run pilots and production setups.
- Member of the Community Support Team to identify user communities, service provisioning models and reusable support practices.
- With the Technical Support Team to drive the evolution of the existing EGI services and the development of new services, taking into account emerging user and provider community needs, and the broader cloud compute landscape.
- With the Communication Team to develop success stories from the user support projects.

### Essential requirements

- Computer Science degree in Information Technology, Software Engineering, Computer Science, or a related field, with relevant further working experience.

- Proven experience in Trust, Identity and Access Management, IAM interoperability, relevant standards and solutions including SAML, OpenID Connect, OAuth, eIDAS, Shibboleth, AARC blueprint architecture and interoperability guidelines.
- Confidence in public speaking to various stakeholder types, in English.

### Other requirements

- Detail oriented, thorough, and organised.
- Excellent time management and prioritisation skills.
- Ability to write and communicate effectively in English.
- Strong collaboration and interpersonal skills, and ability to work well in a team.
- Ability to travel within Europe.
- Experience in working with international, distributed teams is a plus.
- Experience in working with cloud computing, HPC computing and big data management systems is a plus.
- Experience in working in EC funded projects, and writing proposals to EC funded project calls.

### Offer

- This opportunity is a full time position (40 hours a week), offered for a period of one year, with the possibility of renewal based on your satisfactory performance.
- Depending on experience, for an employee working in the Netherlands, gross salary for a full-time position will be in the range of €4,964 to €5,549 per month, with additional holiday (8% annual gross) and end of year (5% annual gross) bonuses. For employees stationed in other countries, the salary will be adapted based on the country coefficient correction and bonuses will be disbursed in accordance with local regulations.
- You'll have the opportunity to work at the EGI Foundation office in Amsterdam (a relocation package is available) or remotely within Europe, depending on your demonstrated experience and in accordance with the EGI Foundation's terms of employment. As an alternative, the position can be awarded to existing staff from the organisations participating in the EGI Council through a sabbatical or a collaboration agreement for the duration of the activity with or without temporary transfer of the employment contract to the EGI Foundation. In both cases, in order to be appointed, an authorisation from the home institute will be

required. The EGI Foundation will support the applicant in this process by liaising with the home institute to obtain the necessary agreement.

- With a majority of our staff operating from various locations in Europe, we maintain payrolls in multiple countries. In line with this approach, specific contract terms are negotiated based on the employee's country of residence.
- Non-native employees new and working in the Netherlands may be eligible for a special tax benefit.
- In the Netherlands, employees are entitled to 31 days of annual leave (pro rata). For employees residing in other countries, the specific number of leave days may vary depending on the applicable national labour law regulations.

### Equal opportunities

The EGI Foundation is committed to creating a diverse environment and is proud to be an equal opportunities employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

### Process and timeline

- Closing date for applications: 31 January 2024
- Online interviews: February 2024
- Expected starting date: ideally in March/April 2024

### To apply

To apply, we invite you to send us the following two items by email, to [jobs@egi.eu](mailto:jobs@egi.eu):

- A cover letter (in PDF format), explaining your motivation for applying and how you meet the requirements outlined above.
- A CV (in PDF format), max 3 pages.

Incomplete applications will not be considered.

No recruiters please.