

December 2024

# 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 Identity Management and 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 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 Manager 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 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 Manager of EGI to identify priorities for the EGI IAM services.
- 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.
- Participate in training activities for new communities and new customers.
- Participate in the software development and testing activity of EGI scientific communities' IAM use cases. Specifically, in the following key areas:
  - **Requirement Analysis:** Analyse the technical requirements of the IAM use cases, ensuring that they are clear, comprehensive, and aligned with the customer's expectations.
  - **Development:** Contribute to the development of new IAM features/solutions, whether it involves backend logic, frontend interfaces, or integrations with other systems.
  - **Testing:** Write functional test cases and perform both manual and automated testing to ensure the reliability and robustness of the new IAM functionalities/solutions. This includes unit testing, integration testing, and end-to-end testing.
  - **Bug Fixing:** Identify and fix bugs in the IAM system.
  - **Documentation:** Assist in creating documentation for the IAM system, including user guides, API documentation, and technical specifications.
  - **Training:** Promote the uptake of the new IAM solutions delivering dedicated training activities.

## 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 in software development in the IAM domain.
- 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 is a plus.
- Confidence in public speaking to various stakeholder types, in English.

### Other requirements

- Detail oriented, thorough, and organised.
- Good 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 in EC funded projects, and writing proposals to EC funded project calls is a plus.

### 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 €4,962 to €5,563 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 adjusted based on the country's coefficient correction and bonuses will be disbursed in accordance with local regulations.
- Non-native employees new and working in the Netherlands may be eligible for a special tax benefit.
- 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.

- 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.

### 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

- Expected starting date: **Q1 2025**

### 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.

Thank you for your interest!