

## System Troubleshooting and Maintenance Releases Engineer

### Description

WGS Workgroup Solutions GmbH is looking for a **System Troubleshooting and Maintenance Releases Engineer** to join our Engineering Team for our customer, EUSPA. The service will be provided at EUSPA HQ in Czech Republic or at GSMC in Spain including 3 days per month in continental Europe (ESTEC, Brussels, GCCs, MCCs, GSC).

This position involves supporting the engineering of system maintenance releases to address operability improvements and maintenance corrections for systems in operations. The role contributes to projects across the EU Space Programme Components, including Galileo, EGNOS, GOVSATCOM, COPERNICUS, IRIS, and Space Situational Awareness, with responsibilities spanning both classified (CLA) and unclassified (UNCLA) aspects. The selected candidate will collaborate with various stakeholders to ensure system reliability, security, and continuous improvement

### Responsibilities

- Analyze technical root causes of anomalies reported by Operators/Service Providers or Industry System Primes and participate in anomaly review boards (e.g., ORB, ARB, NRB, SYS-NCB) for both UNCLA and CLA components.
- Specify mitigation actions for software components affected by obsolescence issues or obsolescence risks.
- Define mitigation actions for software components impacted by security vulnerabilities.
- Interface with Operators/Service Providers to identify and implement operability and maintainability enhancements in future maintenance releases.
- Contribute to defining the content of maintenance releases, including non-conformance corrections, hardware/software obsolescence resolutions, operability/maintainability improvements, security vulnerability fixes, and evolutive maintenance updates.
- Evaluate software patches proposed to address anomalies or vulnerabilities, ensuring they align with system qualification boundaries and can be categorized as maintenance releases.

### Qualifications

The Key Person shall have the following experience and background:

- University degree in a relevant discipline (Aerospace, Aeronautics, Telecommunications engineering, Software, System or Computer Sciences, etc.)
- At least 3 years' experience in in system engineering, maintenance, or troubleshooting for complex operational systems, preferably within space or aerospace domains, particularly within EU space programs like Galileo, EGNOS, GOVSATCOM, COPERNICUS, IRIS.

### Hiring organization

WGS Workgroup Solutions GmbH

### Date posted

January 3, 2025

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- Strong knowledge of anomaly investigation processes and tools, including experience with boards like ORB, ARB, and NRB.
- Expertise in software maintenance, including managing obsolescence and addressing security vulnerabilities.
- Ability to collaborate with operators and service providers to enhance system operability and maintainability..
- Proficiency in English is mandatory, with additional language skills aligned with the Common European Framework of Reference for Languages (CEFR) to be indicated in the CV.
- Experience and good knowledge in Root Cause Analysis, Obsolescence Mitigation action, Vulnerability Mitigation action, System and Operability Improvement proposals, System/Software Release Content and Patch Evaluation
- Excellent analytical skills with a proactive approach to solving technical issues.

### **Contacts**

Interested applicants should submit their CV and Cover Letter in **Word** (\*.docx) or in **PDF** (\*.pdf) format from the website or by emailing the WGS recruitment team at ***vacancies@workgroup-solutions.com*** before **31.01.2025**.