



**VACANCY NOTICE**  
**ICT OFFICER**  
**(IT APPLICATIONS & SERVICES MANAGEMENT PROFILE)**  
**(F/M)**  
**REF.: ESMA/2016/VAC11/AD5**

<b>Type of contract</b>	Temporary Agent <sup>1</sup>
<b>Function group and grade</b>	AD5
<b>Duration of contract</b>	5 years, with possibility of extension <sup>2</sup>
<b>Department/Unit</b>	Resources Department (ICT Unit)
<b>Place of employment</b>	Paris, France
<b>Deadline for applications</b>	<del>22/05/2016</del> extended till <b>15/07/2016</b> (23:59 hrs, Paris local time)
<b>Reserve list valid until</b>	31/12/2017 <sup>3</sup>

### 1. The Authority

ESMA is an independent EU Authority that was established on 1 January 2011. ESMA's mission is to enhance investors' protection and promote stable and orderly financial markets. This mission is derived from ESMA's founding Regulation<sup>4</sup> and encompasses three objectives:

- **Investors' protection:** to have the needs of financial consumers better served and to reinforce their rights as investors while acknowledging their responsibilities;
- **Orderly markets:** to promote the integrity, transparency, efficiency, and well-functioning of financial markets and robust market infrastructures, and
- **Financial stability:** to strengthen the financial system in order to be capable of withstanding shocks and the unravelling of financial imbalances while fostering economic growth.

ESMA achieves its mission within the European System of Financial Supervision (ESFS) through active co-operation with National Competent Authorities (in particular with securities market regulators) as well as with the European Banking Authority (EBA) and the European Insurance and Occupational Pensions Authority (EIOPA). ESMA has a unique position within the ESFS as it focuses on the securities and financial markets dimension and the overarching European aspects of these objectives. For further information, please refer to ESMA's website: <http://www.esma.europa.eu>

<sup>1</sup> According to the Article 2(f) of the [Conditions of Employment of Other Servants \(CEOS\)](#) of the European Union.

<sup>2</sup> Temporary agents may be engaged under their first contract for a fixed period of 5 years. Any further renewal shall be in principle for an indefinite duration.  
Probationary period for the first contract is nine months.

<sup>3</sup> The validity of the reserve list may be extended.

<sup>4</sup> Regulation (EU) No 1095/2010 of the European Parliament and of the Council of 24 November 2010 establishing a European Supervisory Authority (European Securities Markets Authority), amending Decision No 716/2009/EC and repealing Commission Decision 2009/77/EC.

## **2. Job framework and profile**

The Resources Department is responsible for the Authority's resources and support functions. The Department is structured in four parts:

- Information & Communication Technology (ICT) Unit - preparing and implementing the ESMA's IT strategic programme, as well as ensuring the implementation and maintenance of the IT systems and networks of the Authority;
- Human Resources team - supporting ESMA staff in all matters related to recruitment, payroll, individual rights and career development;
- Finance & Procurement team - preparing and implementing the budget and procurement plan, and ensuring that budgetary transactions are run in a sound manner and in respect of existing EU rules and procedures, and
- The Facility Management team - responsible for the smooth running of the facilities of the Authority and the acquisition of goods and services, in accordance with the EU public procurement rules and procedures. It ensures also the health, safety and security of ESMA staff and visitors.

The IT team has the responsibility within the Resources Department for developing and operating critical ICT solutions and capabilities supporting the core mission and support processes of ESMA, including the implementation of the ESMA Regulatory Work Programme. Over 12 internal staff members and a significant number of domain-specific consultants are responsible for developing, delivering and maintaining information management and communication technology capabilities that ensure enhanced information exchange among ESMA, National Competent Authorities, Credit Rating Agencies, and third parties.

The successful candidate will be responsible for running within IT service operations, the following areas:

- application management, and
- service management.

Under supervision of the Head of ICT Unit the jobholder will be responsible for:

- execute ICT operations budget;
- organisation of work activities, which includes projects and services;
- liaising with other organisation's functions (e.g. IT Architecture/Design Authority, Security, IT Programme Management, Facility Management) to ensure compliance and corporate-ICT alignment;
- oversight of correct and timely execution of administrative processes and procedures in compliance with corporate policies and standards;
- inside the given scope be operationally accountable for the services delivered to all ESMA stakeholders;
- ensure the agreement and respect of Service Level Agreements (SLAs) for the supported systems;
- manage relationships with key suppliers and service providers;

- ensure that security and business continuity concerns are adequately addressed in all systems and processes;
- manages the lifecycle of applications and services within scope (deployment, maintenance, upgrades and problem resolution);
- ensures that all manuals and guidelines for proper use of applications and services are up to date and available;
- controls the Continuous Service Improvement (CSI) of applications and services including incident and problem management;
- provide recommendations on the evolution of services and applications, and
- perform incident analysis of services and applications within scope and suggest action items.

### **3. Professional qualifications and other requirements**

#### **A. Eligibility criteria**

To be considered eligible, candidates must satisfy all the eligibility criteria listed below, by the deadline for submitting applications:

- have at least a level of education which corresponds to completed university studies of four years attested by a diploma<sup>5</sup>;
- be a national of a Member State of the European Union or the EEA (Norway, Liechtenstein, Iceland);
- enjoy full rights as a citizen<sup>6</sup>;
- have fulfilled any obligations imposed by the applicable laws concerning military service;
- produce the appropriate character references as to their suitability for the performance of their duties;
- have a thorough knowledge of one of the languages of the European Union<sup>7</sup> and a satisfactory knowledge<sup>8</sup> of another language of the European Union, and
- be physically fit to perform the duties linked to the post<sup>9</sup>.

#### **B. Selection criteria**

##### **PRE-SCREENING PHASE**

Applications which fulfil the above Eligibility criteria (part A) will be assessed against the Essential requirements (part B.1). Candidates who do not meet all of the Essential requirements (part B.1) will be excluded from the selection process.

---

<sup>5</sup> Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said EU Member States shall be taken into consideration.

<sup>6</sup> Prior to the appointment, the successful candidate will be asked to provide a police certificate confirming the absence of any criminal record.

<sup>7</sup> The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, and Swedish.

<sup>8</sup> At least at the level B2, according to the Common European Framework of Reference for Languages:

<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

for candidates invited for interviews knowledge of the 2<sup>nd</sup> EU language will be tested in an oral form.

<sup>9</sup> Before the appointment, the successful candidate shall be examined by one of the EU medical centres in order to confirm that the candidate fulfils the requirements of Article 12(2) (d) of the CEOS (physical fitness to perform the duties).

Candidates who meet all of the Essential requirements (part B.1) will be scored against the Advantageous requirements (part B.2). Within this comparative evaluation of applications, the 6 best candidates who obtain the highest scores and reach a minimum score of 65% will be invited for interviews and written tests.

### **B.1. Essential requirements**

- a) Three years of work experience in the area of IT operations management<sup>10</sup> in positions relevant to this post (acquired after the required level of education, see part 3A);
- b) ITIL certification;
- c) Experience in organizational change management and in driving maturity improvement programs in ICT operations management;
- d) Excellent written and oral English<sup>11</sup>.

### **B.2. Advantageous requirements**

- e) With reference to the criterion “a”, experience in addition to the requested three years would be an asset;
- f) Project management certification (Prince2 or equivalent);
- g) Experience in public procurement and managing outsourced contracts;
- h) Experience in environments operating the following technologies:
  - OS: Linux, Microsoft Windows
  - Virtualisation: VMWare;
  - DB: MS SQL Server, Oracle;
  - E-mail: MS Exchange;
  - Cisco Networking, mobile devices;
  - Skype for business
  - Sharepoint
- i) Experience in an international environment, in particular in the EU institutional framework, and
- j) Motivation for the advertised position.

## **INTERVIEWS & WRITTEN TESTS PHASE**

Candidates invited for interviews and written tests will be assessed against all selection criteria (parts B1 & B2 & B3).

### **B.3. Supplementary requirements**

- k) Excellent organisation and prioritization skills;
- l) Strong interpersonal skills and ability to interact with multiple internal and external stakeholders,
- m) Excellent communication skills, and
- n) Excellent methodological and analytical skills and capacity to identify key issues.

---

<sup>10</sup> Relevant to the job description/main tasks (see part 2 of the vacancy notice).

<sup>11</sup> At least at B2 level. The Selection Board will assess the candidate's drafting/oral skills.

Candidates who receive at least 65% of the maximum points in both the interview and written test will be included in the reserve list of suitable candidates.

The established reserve list may be used for the recruitment of a similar post depending on the needs of ESMA. Please note that inclusion in the reserve list does not guarantee recruitment.

#### **B.4. How to apply**

Candidates must apply by sending the following documents, by the specified deadline, to [vacancies@esma.europa.eu](mailto:vacancies@esma.europa.eu)

- The application must include both CV and motivation letter in English (working language of ESMA);
- Application documents must be marked accordingly with the reference number of the vacancy notice (see templates below).

**CV in the European (Europass) format<sup>12</sup>**, saved as:  
ESMA\_2016\_VAC11\_AD5\_FAMILY NAME\_First name\_CV  
*Example: ESMA\_2016\_VAC11\_AD5\_SMITH\_Anna\_CV*

**Motivation letter** of no more than 2 pages, explaining the interest and motivation of the candidate for this particular post, saved as:  
ESMA\_2016\_VAC11\_AD5\_FAMILY NAME\_First name\_Motivation letter

Applicants will be assessed on the basis of the eligibility and selection criteria specified in the vacancy notice (as explained in part 3) and these must be met by the deadline for submitting applications.

#### **4. Summary of conditions of employment**

- Successful external candidates may be offered an employment contract for five years as a temporary agent. Any further renewal shall be in principle for an indefinite duration.
- Successful external candidates will be recruited in the grade and classified either in step 1 or 2.

---

<sup>12</sup> <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>  
Please refer in your CV to all selection criteria.

Grade/step	Minimum requirements for classification in step <sup>13</sup> (required level of university studies + minimum number of years of experience after university graduation)	Monthly salary <sup>14</sup>	Monthly net salary, including specific allowances <sup>15</sup>
AD5 step 1	3 years' university degree	5,145 €	5,902 €
AD5 step 2	3 years' university degree + 3 years' experience	5,361 €	6,102 €

- The monthly basic salary is multiplied by the correction coefficient for France (currently 114.6%).
- Salaries are subject to a Union tax deducted at source and are exempt from national taxation.
- Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to: expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance, and other benefits.
- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2,5 days home leave if applicable, and in addition on average 17 ESMA holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance, and
- General and applicable professional training, plus professional development opportunities.

### **Information reserved for applicants employed under Article 2(f) of the CEOS, in EU agencies other than ESMA:**

According to ESMA Management Board decision ESMA/2015/MB/56<sup>16</sup>, adopting the implementing rules on the procedure governing the engagement and use of temporary staff under Article 2(f) of the CEOS, and in particular Article 12 (2), if a successful applicant from this external selection procedure, on the closing date for applications, as well as on the day of taking up duty at ESMA

- is a member of temporary staff under Article 2(f) of the CEOS, and
- is employed within his/her agency in function group and grade included in the range AD5 – AD7,

ESMA shall offer the applicant, in writing, the opportunity either:

<sup>13</sup> ESMA Management Board Decision ESMA/2011/MB/55, adopting of implementing rules on classification in grade and step on appointment or engagement - Commission decision (C(2004) 1313 of 07/04/2004): [https://www.esma.europa.eu/sites/default/files/library/ta\\_rules\\_on\\_classification\\_in\\_grade\\_and\\_step.pdf](https://www.esma.europa.eu/sites/default/files/library/ta_rules_on_classification_in_grade_and_step.pdf)

<sup>14</sup> The basic salary weighted by the correction coefficient for France (currently at 114.6 %).

<sup>15</sup> An estimation of net salary, including the deduction for tax and social security and adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Allowances depend in any case on the personal situation of the candidate.

<sup>16</sup> <https://www.esma.europa.eu/sites/default/files/library/2015/10/2015-mb-56.pdf>

- a) to be assigned to the post by means of mobility, as per Article 10 of ESMA/2015/MB/56. In this case the contract at ESMA will be in continuity with the contract of the previous agency (namely with regard to grade, step, seniority in step, and duration),  
OR
- b) to be assigned to the post on the basis of a new contract for a fixed period of five years, subject to the probationary period of 9 months, at the grade indicated in this external vacancy notice (AD5)<sup>17</sup>.

For more information, please refer to Careers' page of ESMA:

<https://www.esma.europa.eu/about-esma/careers>

## **5. Data protection**

Candidates' personal data are processed as required by Regulation (EC) No. 45/2001 of the European Parliament and of the Council of 18 December 2000, on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. This applies in particular to the confidentiality and security of such data. For more information, please check the [privacy statement on recruitment procedures](#).

---

<sup>17</sup> Classification in step will be based on Articles 15 or 55 of the CEOS, as appropriate.