

SECONDED NATIONAL EXPERT- JOB PROFILE**Service Manager (Frontex Situation Centre / Operations Division)****Tasks and responsibilities:**

Under the supervision of the FSC Coordinator of the Eurosur Service Integration and Implementation business area, the Service Manager will be responsible for:

Primary tasks

- Plan, prepare and execute implementation and delivery of information exchange capabilities and EUROSUR Fusion Services for stakeholders across Europe;
- Manage entire service implementation and delivery cycle (including service operationalization) from budgetary, operational and technical perspective;
- Coordinate implementation and delivery of the services internally at Frontex and with external entities (other agencies, Member States, etc.);
- Provide operational and technical assistance related to Eurosur Fusion Services for stakeholders across Europe;
- Develop and implement policies related to information exchange and Eurosur Fusion Services;
- Support internal and external users of services and systems (EUROSUR Fusion Services, JORA, others);
- Contribute to the preparation of training materials and provide training and coaching to users in;
 - Member States and at Frontex on the use of implemented services;

Secondary tasks

- Maintain and develop procedures, guidelines and other business documentations;
- Perform any other task in the area of competence.

Qualifications and experience required:**1) Professional****Essential:**

- Experience in Service Implementation and delivery based on ITIL framework;
- Experience in development, implementation and management of business processes and procedures related to Information Exchange services;
- Good understanding about IT/ business alignment processes;
- Experience in using situation monitoring tools and systems;
- Knowledge of PRINCE 2 or PMP Project Management methodology;

Assets:

- Experience in cooperation with EU Institutions and Member States/Migration or Law Enforcement authorities;
- Knowledge of the EU legal framework;
- Availability as soon as possible.

2) Personal

- Very good communication skills in English, both verbally and in writing;
- Proficient user of Microsoft Office applications (MS Word, Excel, Powerpoint, Sharepoint and Outlook);
- Proficient user of databases, networks and applications.
- High level of commitment, initiative and creativity;
- Ability to organise and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- Very high level of constructive, positive and service oriented attitude;
- Ability to cooperate with good team spirit with colleagues from different cultural backgrounds and from different agencies and units (internal and external);
- Readiness to be deployed outside Frontex HQ (full time or part time depending on business needs).