VACANCY NOTICE

ICT OFFICER (F/M)

REF.: ESMA/2019/VAC26/FGIV

Type of contract	Contract Agent[1]
Function group and grade	FGIV
Duration of contract	Five years, with possibility of extension[2]
Department/Unit	Resources Department (ICT Unit)
Place of employment	Paris, France
Deadline for applications	28/11/2019 (23:59 hrs, Paris local time)
Reserve list valid until	31/12/2020[3]

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[4] 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

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[1] According to the Article 3 (a) of the Conditions of Employment of Other Servants (CEOS) of the European Union.

[2] Contract 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 is of nine months.

[3] The validity of the reserve list may be extended.

[4] 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 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 ICT Unit 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 30 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 ICT Unit is composed of three teams (Project & Programme Management, Architecutre & Technology and Operation & Support).

ESMA is organising a selection procedure to establish a list of suitable candidates for the position of **ICT Officer**, and to recruit from that list. The ICT Officer could be employed in one or more of the following areas of expertise/profiles:

- Project Management Officer (PMO) or
- Business Analyst or
- IT Service Manager or
- IT Application Manager
- IT DevOps / Production Administrator
- IT Network & Security Administrator
- IT Tester or
- Sharepoint Specialist or
- Microsoft Azure Specialist or
- IT Infrastructure Architect or
- IT Application Architect or
- IT Security Architect or
- Data Scientist or
- Data Engineer or
- Big Data Architect.

Candidates shall indicate in their application (motivation letter) the profile(s), from above, they wish to apply for.

Project Management Officer (PMO)

- coordinate the PMO activities and ensure that each IT project is adherering to the project management methodology (PM²), as well as the supporting Project and Portfolio management tool for this purpose (PPM);
- support the internal and external users of PM² and PPM, suggest improvements to the use of PM² and PPM, as well as the overall project delivery efficiency;
- support the planning activities, e.g. coordination of collecting and consolidation of all relevant information for multi annual IT plans (work programme);
- provide reporting to stakeholders at different levels, e.g. on a monthly basis reporting the overall status of the project portfolio (including time frames, budgets, risks, issues etc.) to the ESMA management;
- coordinate the preparation of the regular meetings with the IT governance bodies (representatives from each National Competent Authority) and ensure meeting minutes and related action plans are produced and distributed shortly after the meetings.

Business Analyst

- analyse and translate the needs of a new IT solution into clear business requirements and documents these in the business requirement specification, taking into account both functional and non-functional aspects of the envisaged IT solution;
- ensure that the IT solution complies with the existing IT architecture, principles and technologies;
- develop functional specifications by using existing modelling techniques and methods;
- ensure review sessions take place with internal and external stakeholders, in order to achieve project artefacts of good quality;
- support the test team in the development and review of test scenarios and test cases;
- support the test team in the analysis and resolution of software deviations;
- coordinate the user acceptance tests and report the progress to the project manager; and
- assist the project manager with the hand-over activities (e.g. training of Helpdesk) before deployment of a new IT solution.

IT Service Manager

- develop relationships with external clients and organisations to assess their technology, support, and security needs;
- provide client assessments, and pitches IT equipment and service packages during meetings or presentations;
- offer innovative solutions that meet clients needs while remaining cost effective;
- manage projects by creating timelines, adhering to budgets, and assigning staff members;
- establish client goals, and tracks progress and other metrics;
- maintain relationships with technology, software, and security vendors;
- manage and assesses the performance of staff members who specialise in support, and installation;
- identifie external staffing needs and works with human resources colleagues to pursue the hiring process;
- specialise in IT needs and demands for a relevant domain (Finance, Security, Big Data);
- maintain familiarity with current and upcoming IT equipment, services, and other developments;
- coordinate troubleshooting, support, and service for equipment and networks when necessary; and

- uphold a sense of customer service and measures client satisfaction.

IT Application Manager
- plan, develop, and execute ICT application management budget;
- organisate work activities, which includes projects and services related to the portfolio of applications in scope;
- 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;
- manage the lifecycle of applications and services within scope (deployment, maintenance, upgrades and problem resolution);
- control the Continuous Service Improvement (CSI) of applications and services including incident and problem management; and
- perform incident analysis of services and applications within scope and suggest action items.

IT DevOps / Production environement
- cloud infrastructure administration – administering a hybrid cloud environment with a mix of cloud using Azure, O365, AWS, and other solutions;
- troubleshooting and incident resolution;
- work with the outsourced or in-house development teams to automate infrastructure and applications;
- liase with ESMA outsource vendors;
- auto deploy applications/infrastructure into the ESMA environments; and
- work with the ESMA teams to ensure the smooth running of the ESMA environment and services.

IT Security and Network Administrator
- implement projects associated with network and security improvements (e.g. Vulnerability analysis tools, Network Design, Firewall upgrades);
- implement the IT Security Roadmap;
- perform / coordinate security assessments and penetration tests; and
- participate in writing functional and technical specifications for security related topics, and work with colleagues and users to collect requirements, analyse and evaluate proposals, conduct negotiations and implement specifications according to defined architectural standards.

IT Tester
- perform testing and have advanced understanding of testing principles and methodologies, frameworks, software development lifecycles & processes;
- perform UAT and deliver documentation;
- perform functional automated testing with Java using Selenium WebDriver;
- perform non-functional tests of applications regarding performance; and
- produce test data by using SQL and XML.

IT Sharepoint Specialist
- perform the analysis for additional business needs or developing the additional functionality needed to support the business needs in SharePoint;
- support the diagnosis of issues in SharePoint technical environment;
- coordinate user acceptance testing and support the drafting of the business area's related documentation;
- provide architecture support;
- assist project managers and/or application managers in planning activities; and
- perform requirement engineering activities based on formal techniques and methods (analysing, capturing and managing requirements), and model of business processes.

Microsoft Azure Specilist
- provide technical solutions expertise in Azure;
- develop complete solutions to meet the requirements/specifications;
- maintain new and current technical expertise across many technologies, such as data center, virtualization, security, mobility, unified communication, and cloud solutions;
- provide internal and external technical presentations and training;
- act as a visionary for recommending strategic vendors to enhance ESMA's architecture; and
- assist in determining developmental needs of other technical resources and provide training and/or mentoring as required.

IT Infrastructure Architect
- ensure end to end completeness of Infrastructure Technical Design, including NFRs validated and realized;
- requirement gathering and responses for projects;
- ensure adherence to standards and influence solutions towards the Infrastructure future state model;
- owning technology roadmaps and feeding wider business requirements into central infrastructure and engineering teams;
- analysis of service-related trends and recommendation of technology change or improvements that better fit business needs;
- working with implementation teams to ensure that delivered solutions match customer requirements; and
- contribution to the Infrastructure Service Catalogue.

IT Application Architect
- collect business visions and needs, in coordination with other IT stakeholders, of the ICT interface in the field of IT architecture;
- provide contributions to improvement of ESMA IT architecture;
- design IT solutions that meet business requirements in line with the IT architectural principles and ensuring outsource companies adhere to ESMAs architecture standards;
- design and draft functional and technical specifications of applications or data in accordance with business requirements and ESMAs architecture standards;
- contribute to the system implementation and integration, according to defined architectural standards; and
- work with colleagues and users to collect requirements, analyse and evaluate proposals, and conduct negotiations.

IT Security Architect
- advise System Owners, IT service providers and Project managers on the IT security approach, methodology and requirements;
- develop and implement an IT Security Roadmap in collaboration with the Information Security Officer;
- develop and maintain the IT security policies and procedures in collaboration with relevant stakeholders;
- work with outsource companies and application architects to advise and assist in the design and implementation of appropriate security controls for new systems and changes to existing systems;
- advise on the design of security controls, supervise the implementation and perform compliance reviews;
- provide advice and information on information systems security matters;
- lead the security incident management work closely with the Production and Helpdesk team and outsource companies;
- contribute to the ESMA overall Security Governance; and
- manage the budget, contracts and resources for the scope of IT security.

Data Engineer
- provide specialist expertise in Data Warehouse, Data Preparation and Big Data;
- work with Data Scientists within IT and the business units to prepare the data and the technical environment for data analysis;
- take prototype data analyses from the Business Units and assist in refactoring to make them production ready;
- work with IT and the business units to implement the data strategy and improve and govern the process and procedures surrounding the processing of data;
- work with the IT team to develop and shape the solutions to service the ongoing and upcoming business needs;
- liaise with outsource companies to help maintain the existing systems and advise on how to implement changes;
- provide support to IT and the business units to resolve incidents;
- work with colleagues and users to collect requirements, analyse and evaluate proposals, and conduct negotiations; and
- excellent interpersonal skills to apply in communications with business units, IT colleagues and IT service providers.

Data Scientist
- provide specialist expertise in Data Warehouse, Data Analysis and Big Data;
- data mining using start-of-the-art technologies;
- building ad-hoc analyses;
- support the Busines Units in developing their Data Science skills;
- work with the business departments to understand analytical needs, build prototype analyses and then productionise those analyses with counterparts in IT;
- work with IT and the business units to implement the data strategy and improve and govern the process and procedures surrounding the processing of data;
- work with the IT team to develop and shape the solutions to service the ongoing and upcoming business needs;

- liaise with outsource companies to help maintain the existing systems and advise on how to implement changes;
- provide support to IT and the business units to resolve incidents;
- work with colleagues and users to collect requirements, analyse and evaluate proposals, and conduct negotiations; and
- excellent interpersonal skills to apply in communications with business units, IT colleagues and IT service providers.

Big Data Architect
- provide technical solutions expertise in Big Data Technologies (Hadoop, Spark, Python);
- develop complete solutions to meet the requirements/specifications;
- maintain new and current technical expertise across the Data Analytics and Data Warehouse technologies;
- provide internal and external technical presentations and training;
- act as a visionary for recommending strategic vendors to enhance ESMA's architecture;
- assist in determining developmental needs of other technical resources and provide training and/or mentoring as required;
- provide support to IT and the Business to resolve incidents;
- work with colleagues and users to collect requirements, analyse and evaluate proposals, and conduct negotiations; and
- excellent interpersonal skills to apply in communications with business units, IT colleagues and IT service providers.

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 three years attested by a diploma[5], <u>and</u> after having obtained the diploma, one year of proven professional experience[6];
- be a national of a Member State of the European Union or the EEA (Norway, Liechtenstein, Iceland);
- enjoy full rights as a citizen[7];
- 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;

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[5] 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.

[6] For more information on calculating the professional experience, please consult "Candidates Guidelines" document published on ESMA's website https://www.esma.europa.eu/about-esma/careers

[7] Prior to the appointment, the successful candidate will be asked to provide a police certificate confirming the absence of any criminal record.

- have a thorough knowledge of one of the languages of the European Union[8] and a satis-factory knowledge[9] of another language of the European Union, and
- be physically fit to perform the duties linked to the post[10].

B. Selection criteria

PRE-SCREENING PHASE

Applications which fulfil the above Eligibility criteria (part A) will be scored 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.

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 **50 best candidates** (who obtain the highest scores and reach a minimum score of 60%), will be invited first for the written test. The candidates, who pass the written test, will be invited for the interviews with ESMA Selection Board.

B.1. Essential requirements

  a) Three years experience (acquired after the minimum qualification, as required un-der part 3A) must be acquired in one of the following areas:
  - Project Management Officer (PMO)
  - Business Analyst or
  - IT Service Manager or
  - IT Application Manager
  - IT DevOps / Production Administrator
  - IT Security Administrator
  - IT Tester or
  - Sharepoint Specialist or
  - Microsoft Azure Specialist or
  - IT Infrastructure Architect or
  - IT Application Architect or
  - IT Security Architect or
  - Data Engineer or
  - Data Scientist or
  - Big Data Architect.
  b) Excellent written and oral English[11].

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[8] 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.
[9] 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
Knowledge of the 2nd EU language will be tested orally for candidates invited for interviews.
[10] 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 82(3)(d) of the CEOS (physical fitness to perform the duties).
[11] At least at B2 level.
English is the internal working language of ESMA, as decided by ESMA Management Board with the decision ESMA/2011/MB/3 of 11/01/2011. This decision implements Article 73 (2) of the ESMA Regulation (EU) No 1095/2010 establishing ESMA.

B.2. Advantageous requirements

c) With reference to the criterion "a", experience in addition to the requested three years would be an asset;
d) Certifications and/or professional training relevant to the profile;
e) Experience of working with outsource/offshore vendors/teams;
f) Experience of managing projects and/or work packages (please indicate the level of re-sponsibilities, the budget and recources);
g) Experience in multicultural environments, and
h) 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

j) Ability to deliver high-quality work under pressure and tight deadlines;
k) Self-starter with a strong aptitude for team work;
l) Excellent inter-personal and communication skills; and
m) Ability to tackle complex issues, as well as presenting the results of his/her work in a structured manner to a general audience in a clear and understandable way.

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 submit their applications through e-Recruitment. ESMA does not accept applications submitted by any other means.

All sections of the application must be completed in English. In order to be considered, applications must be received by 23:59:59 CET on the closing date. We advise candidates to submit their applications well ahead of the deadline, in order to avoid potential problems due to heavy traffic on the website. Please consult the Candidates Guidelines for instructions on completing your application.

Following the submission of the application candidates will receive an automatic email acknowledging receipt of the application. Please note that all correspondence will take place by email, so candidates should ensure that the email address associated with applicant`s account is correct and that it is checked regularly. 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 contract agent. Any further renewal shall be in principle for an indefinite duration;
- Successful external candidates will be recruited in the respective grade, and classified in the step 1;

Function group/grade/step	Minimum requirements for classification in step *(required level of university studies + minimum number of years of experience after university graduation)*	Monthly net salary without allowances[12]	Monthly net salary, including specific allowances[13]
FGIV 13 step 1	Post-secondary education + up to 8 years' experience	3,400 €	4,920 €
FGIV 14 step 1	Post-secondary education + more than 8 years' experience	3,680 €	5,430 €
FGIV 16 step 1	Post-secondary education + more than 21 years' experience	4,600 €	6,620 €

- The monthly basic salary is multiplied by the correction coefficient for France (currently 116.7%);
- 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.

For more information, please refer to Careers' page of ESMA:
https://www.esma.europa.eu/about-esma/careers

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[12] An estimation of net salary, including the deduction for tax and social security, withouth any allowances (this estimation has been calculated for a candidates who is not entitled for expatriation allowance in France and has no family dependents).

[13] 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.

5. Data protection

Candidates' personal data are processed as required by the Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.[14]

This applies in particular to the confidentiality and security of such data. For more information, please check the privacy statement on recruitment procedures.

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[14] Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018, OJ L 295, 21.11.2018, p. 39.