

VACANCY NOTICE

Ref. No: eu-LISA/19/TA/AST3/18.1

Post:	Information Technology Assistant - ITSM Process Management
Sector/Unit/Department:	Operations Department/ Systems Operations Unit/ ITSM Process Management Sector
Function Group/Grade:	Temporary Agent/AST3/Assistant
Location:	Strasbourg, France
Starting date:	asap
Level of Security Clearance:	SECRET UE/EU SECRET¹
Closing date for applications	04 November 2019² 23:59 EET and 22:59 CET

1. INFORMATION ABOUT THE AGENCY

Applicants are invited to apply for the above-mentioned post at the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice³ (hereinafter referred to as “eu-LISA” or “Agency”).

The seat of eu-LISA is Tallinn, Estonia. Tasks related to development and operational management of the systems are carried out in Strasbourg, France. eu-LISA also has a backup site in Sankt Johann im Pongau, Austria and a Liaison Office in Brussels, Belgium.

eu-LISA is responsible for the long-term operational management of the European Asylum Dactyloscopy Database (Eurodac), the second generation Schengen Information System (SIS II) and the Visa Information System (VIS), the development and operational management of the European Entry/Exit System (EES) and European Travel Authorization and Information System (ETIAS). These systems are essential for the normal functioning of the Schengen Area, for the efficient border management of its external borders as well as for the implementation of common EU asylum and visa policies. The Agency has been entrusted with the centralised system for the identification of Member States holding conviction information on third country nationals and stateless persons (TCN) to supplement and support the European Criminal Records System (ECRIS-TCN) and with the development of interoperability solutions between large-scale IT systems.

¹ EC Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information

² Date of publication: 3 October 2019

³ New eu-LISA establishing regulation: Regulation (EU) No 2018/1726 of the European Parliament and of the Council of 14 November 2018, OJ L 295, 21.11.2018, p. 99.

The core task of eu-LISA is to ensure the effective, secure and continuous operation of said IT-systems. The Agency is also responsible for taking the necessary measures to ensure the security of the systems and the security of the data therein.

Information about the Agency can be found on eu-LISA website: <https://www.eulisa.europa.eu/>

2. THE SYSTEMS OPERATIONS UNIT

The Systems Operations Unit (‘SOU’), located in Strasbourg, France, monitors the operations of the large-scale IT systems on a 24/7 basis, provides to its customers a 24/7 operational contact point and 24x7 technical support of the business applications portfolio. The Unit is responsible as well for the management of the ITSM processes used by the Agency.

The Unit is composed of the 1st Level Support, 2nd Level Support and ITSM Process Management Sectors

3. DUTIES

The Information Technology Assistant will be working under the supervision of the Head of ITSM Process Management Sector and reporting to the Head of the Unit.

The future job holder is expected to be an active contributor to the management of the process and to actively support the Unit in the area of ITSM process management, ITSM tools ownership and in the IT Operational quality management.

The main duties and responsibilities of the Information Technology Assistant will be role based and the incumbent will be tasked based on the expertise and knowledge he/she demonstrates with reference to the following profiles:

3.1 ITSM Process profile:

- Actively engaged in the following process- Incident management, Problem management, Request fulfilment management, Event management, Knowledge management, Continuous Service improvement
- An active contributor to the Process definition and proper execution;
- Pledged to the performance and results of the process;
- Actively engaged in the Process Management evaluation, Process metrics model and Process reports;
- Supports the unit in identifying risks and opportunities with current process;
- Supports the unit in identifying and managing the critical process success factors;
- Controls and leads the process improvement and its alignment with the respective tools;
- Responsible within the Unit for the approval or rejection of the process deviation requests;
- Communicates process changes to the process users;
- Is responsible for the process documentation and training requirements for its users;
- Supports the unit in enforcing the process;
- Actively contributes to the unit’s effort in defining and managing interfaces with other processes;
- Reports on the process status and progress to peers and executives;
- Facilitates, solves or escalates the cross-functional and cross-systems issues;
- Represents the process to all groups.

3.2 **ITSM Tool profile:**

- Responsible for the proper and efficient use of the respective tools (ITSM tools, Service Manager, monitoring tools, reporting tools);
- In charge of the tools' configurations and settings;
- In charge of administering the tools;
- Investigates, controls and leads tools' improvement and their alignment with the respective processes;
- Is responsible within the Unit for the approval or rejection for possible deviation requests, initiated by the tools' users;
- Coordinates, analyses and communicates tools' changes to the process users;
- Supports the Unit in maintaining the tools' documentation and training requests from the users;
- Facilitates, solves or escalates the cross-functional and cross-systems issues, regarding the proper use of the tools together with the respective process owners;
- Represents the tools to all users' groups.

3.3 **IT Operational Quality profile:**

- Maintains all documentation related to quality management;
- Supports the ITSM team and the users on all issues related to quality management;
- Contributes to the IT processes and tools quality reviews and assessments;
- Maintains the quality manuals and procedures;
- Is responsible for Quality Assessment;
- Maintains e-folders of the documentation and quality reviews related to the eu-LISA ITSM framework;
- Ensures compliance with all company policies & procedures.

The successful candidate may be required, at times, to assist in other areas of the work of the Agency according to needs and priorities, as planned and defined by the Head of the Unit.

4 **QUALIFICATIONS AND EXPERIENCE REQUIRED**

4.1 **Eligibility criteria**

Applicants will be considered eligible for recruitment and selection on the basis of the following formal criteria which need to be fulfilled by the deadline for applications:

- 4.1.1 he/she has a level of post-secondary education attested by a diploma
or
a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years;

N.B. Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in said EU Member States shall be taken into consideration.

- 4.1.2. by the closing date for applications he/she has acquired **at least 6 (six) years of proven full-time professional experience** relevant to the duties after the award of the qualification certifying the completion of the level studies required as a condition of eligibility as above;

Only duly documented professional activity is taken into account.

ANY GIVEN PERIOD MAY BE COUNTED ONLY ONCE (in order to be calculated as eligible, years of studies or professional experience to be taken into account shall not overlap with other periods of studies or professional experience, e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period).

In case of part-time work, the professional experience will be calculated pro-rata in line with the workload stated by the applicant.

Compulsory military service or equivalent civilian service accomplished after achieving the minimum qualification stated in the 4.1.1. shall be taken into consideration as professional experience if official documentation is provided.

Free-lance or self-employed applicants must provide either a practicing certificate (or equivalent), or a copy of the entry in the relevant trade register, or any other official document (for example a tax document) showing clearly the length of the relevant professional experience.

- 4.1.3. he/she is a national of one of the Member States of the Union, Norway, Iceland, Liechtenstein or Switzerland⁴ and enjoys his/her full rights as a citizen⁵;
- 4.1.4. he/she has fulfilled any obligations imposed on him/her by the laws concerning military service;
- 4.1.5. he/she produces the appropriate character references as to his/her suitability for the performance of his/her duties;
- 4.1.6. he/she is physically fit to perform his/her duties⁶ and
- 4.1.7. he/she produces evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of his/her duties.

4.2. Selection criteria

Suitability of applicants will be assessed against the following criteria in different steps of the selection procedure.

4.2.1. Professional experience and knowledge

- At least 3 (three) years of IT professional experience;
- Relevant professional experience in an IT environment, user support, using processes' related tools and documentation writing;
- Proven experience in ITIL v3 processes, in particular incident, problem, request fulfilment, event, knowledge, continuous service improvement management;

⁴ Appointment of staff from countries associated with the implementation, application and development of the Schengen acquis and with Dublin- and Eurodac-related measures is subject to the conclusion of the arrangements defined in article 42 of eu-LISA regulation.

⁵ Prior to any appointment, the successful applicant will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

⁶ Before the appointment, the successful applicant shall be medically examined by a selected medical service in order that the Agency may be satisfied that he/she fulfils the requirement of Article 12 (2)d of the Conditions of employment of other servants of the European Communities.

- Proven experience and knowledge with IT operational quality management;
- Proven experience in working with ITSM, monitoring and reporting tool;
- Very good knowledge and/or preferably professional experience with IT Office tools as shown by training and/or work experience;
- Strong drafting and communication skills in English both orally and in writing, at least at level C1⁷.

4.2.2. *The following attributes would be advantageous*

- Experience with ITSM tools and CMDB tools;
- ITIL/ITIL V3 Foundation Certification would be an advantage;
- Experience of using MS Project, MS Word, MS Excel and MS PowerPoint;
- ITSM knowledge and experience;
- Processes and service oriented;
- Good technical expertise;
- Ability to run reports and handle special projects as assigned.

4.2.3. *Personal qualities*

- Very good organizational skills;
- Very good drafting skills with ability to create professional documents and emails;
- Good analytical skills;
- Ability to deliver accurate and high quality results;
- Ability to maintain high level of accuracy, confidentiality and professionalism;
- Able to work under pressure and to be result driven.

Because English is the working language of eu-LISA and because the successful applicant will be requested to immediately be operational, the recruitment procedure will be performed in English and all communication with applicants will be held in English.

5. INDEPENDENCE AND DECLARATION OF INTEREST

The selected applicant for the post will be required to make a declaration of commitment to act independently in eu-LISA's interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.

6. EQUAL OPPORTUNITIES

eu-LISA applies an equal opportunities policy and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

⁷ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

7. SELECTION PROCEDURE

The selection procedure includes the following steps:

- A Selection Committee designated by the Appointing Authority (‘the Executive Director of eu-LISA’) is set up for the selection procedure;
- Each application is checked to verify whether the applicant meets the eligibility criteria;
- All the eligible applications are evaluated by the Selection Committee based on a combination of certain selection criteria defined in the vacancy notice. Some criteria will be assessed only for invited applicants during interviews and tests. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure;
- The best-qualified applicants, who obtained the highest number of points, are invited for an interview phase, which will be complemented by a written competency test;
- During the interview phase, the Selection Committee examines the profiles of applicants and scores the applicants in accordance with the selection criteria;
- In order to be included on the reserve list, an applicant must receive at least 65% of the maximum points from the evaluation of the interview and the written test phase;
- The interview and the written test are conducted in English. In case English is the mother tongue of an applicant, some interview questions or test questions may be asked in the language they indicate on the application form as their 2nd EU language;
- After the interviews and tests, the Selection Committee draws up a non-ranked list of the most suitable candidates to be included on a reserve list for the post and proposes it to the Appointing Authority. The Selection Committee may also propose to the Appointing Authority the best suitable candidate to be engaged for the post;
- The Appointing Authority chooses from the reserve list an applicant whom to engage for a job;
- The reserve list established for this selection procedure will be valid until **31 December 2022** (the validity period may be extended);
- Applicants placed on the reserve list may be engaged for a job for the same or a similar post depending on the needs of eu-LISA and its budgetary situation, as long as the reserve list is valid;
- Each applicant invited for an interview will be informed by a letter whether or not he/she has been placed on the reserve list. **Applicants should note that inclusion on a reserve list does not guarantee engagement.**

Please note that the Selection Committee’s work and deliberations are strictly confidential and that any contact with its members is strictly forbidden.

8. ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

The selected applicant will be engaged by the Authority Authorised to Conclude Contracts of employment (‘eu-LISA’s Executive Director’) from the established reserve list.

For reasons related to eu-LISA’s operational requirements, once the applicant receives an engagement offer, he/she may be required to confirm their acceptance of the offer in a short time, and be available to start the contract at short notice (1 to 3 months).

The successful applicant will be engaged as Temporary Staff, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS)⁸. The Temporary Staff post will be placed in Function Group AST, Grade 3 in the first or second step, depending on the length of professional experience.

The pay of staff members consists of a basic salary in EUR weighted by the correction coefficient (for Strasbourg, France 116.7 %) and paid in EUR⁹.

In addition to the basic salary, staff members may be entitled to various allowances depending on their personal situation.

eu-LISA staff members pay an EU tax at the source and deductions are also made for medical insurance, pension and unemployment insurance. **Salaries are exempt from national taxation.**

Staff members may also be entitled to the reimbursement of removal costs and an initial temporary daily subsistence allowance¹⁰.

eu-LISA staff members are entitled to annual leave of two working days per each complete calendar month of the service. There are on average 19 Public Holidays per year.

Throughout the period of service staff members participate in the EU pension scheme. The pension is granted after completing a minimum of 10 years' service and reaching the pensionable age. Pension rights acquired in one or more national schemes before starting to work at eu-LISA may be transferred into the EU pension system.

eu-LISA staff members are covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, the risk of occupational disease and accident as well as entitled to a monthly unemployment allowance, the right to receive payment of invalidity allowance and travel insurance.

The initial duration of the contract is **five years** including a probationary period of nine months, with the possibility of contract renewal for another period not exceeding five years. Second renewal would be indefinite.

All selected applicants will need to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate (SECRET UE/EU SECRET level).

A Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, which shows the level of EU Classified Information (EUCI)¹¹ to which that individual may be granted access (CONFIDENTIEL UE/EU CONFIDENTIAL or above), the date of validity of the relevant PSC and the date of expiry of the certificate itself.

Applicants who currently hold a valid security clearance shall provide a copy of the security clearance to eu-LISA and specify the issuing authority, level and date of expiry. In case the validity of the security clearance expires within six months, the renewal procedure will be initiated expeditiously.

Note that the necessary procedure for obtaining a PSCC can be initiated on request of the employer only, and not by the individual applicant.

⁸ Working conditions of temporary staff in CEOS:

<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

⁹ The correction coefficient is subject to a regular update.

¹⁰ Annex VII of the Staff Regulations:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>. The complete salary table in Article 66 of the Staff Regulations.

¹¹ Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information.

Failure to obtain the required security clearance certificate from the successful applicant's National Security Authority, either during or after the expiration of the probationary period, will give the right to eu-LISA to terminate any applicable employment contract.

9. PROTECTION OF PERSONAL DATA

eu-LISA ensures that applicants' personal data is processed in accordance with Regulation¹² 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.

Please note that eu-LISA will not return applications to the applicants.

The legal basis for the selection procedures of Temporary Staff (TA 2 f) are defined in the Conditions of Employment of Other Servants of the European Communities¹³.

The purpose of processing personal data is to enable selection procedures.

The selection procedure is conducted under the responsibility of eu-LISA's Human Resources Unit ('HRU'). The controller, in practice, for personal data protection purposes is the Head of the Human Resources Unit.

The information provided by the applicants will be accessible to a strictly limited number of HRU staff members, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the Legal Officer of eu-LISA.

Almost all fields in the application form are mandatory; the answers provided by the applicants in the fields marked as optional will not be taken into account to assess their merits.

Processing begins on the date of receipt of the application. Our data storage policy is as follows:

- for applications received but not selected: the paper dossiers are filed and stored in archives for **2 (two) years** after which time they are destroyed;
- for applicants placed on a reserve list but not recruited: data is kept for the period of validity of **the reserve list + 1 (one) year** after which time it is destroyed;
- for recruited applicants: data is kept for a period of **10 (ten) years** as of the termination of employment or as of the last pension payment after which time it is destroyed.

All applicants may exercise their right of access to and rectification or erasure of their personal data or restriction of processing.

In the case of identification data, applicants can rectify the data at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications' submission.

Any substantiated query concerning the processing of his/her personal data should be addressed to the HRU of the Agency at eulisa-RECRUITMENT@eulisa.europa.eu

Applicants may have recourse at any time to eu-LISA's Data Protection Officer dpo@eulisa.europa.eu and/or the European Data Protection Supervisor (edps@edps.europa.eu).

10. APPEAL PROCEDURE

If an applicant considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of

¹² 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.

¹³ CEOS, in particular the provisions governing conditions of engagement in Title II.

Officials of the European Union and Conditions of employment of other servants of the European Union, to the following address:

eu-LISA

(European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice)

Vesilennuki 5

10415 Tallinn, Estonia

The complaint must be lodged within 3 (three) months. The time limit for initiating this type of procedure starts from the time the applicant is notified of the act adversely affecting him/her.

11. APPLICATION PROCEDURE

In order for application to be valid and considered eligible, the applicant is required to create an account in eu-LISA e-Recruitment tool, fill in the personal and CV information as well as eligibility and selection criteria checklists.

If you wish to apply for a position at eu-LISA, you must apply to a vacancy via the e-Recruitment tool. eu-LISA does not accept applications submitted by any other means (e.g. e-mail or post), or any speculative applications.

This is a role based position. Candidates are invited to apply irrespectively of the fact that they might not possess the skills for all 3 (three) profiles.

If you wish to highlight which profile(s) you are more experienced in, the applicant can do so in the motivation letter.

The closing date for submission of applications is: **04 November 2019 at 23:59 EET (Eastern European Time) and 22:59 CET (Central European Time).**

Applicants are strongly advised **not to wait until the last day** to submit their applications, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. eu-LISA cannot be held responsible for any delay due to such difficulties.

Once the applications have been received by eu-LISA e-Recruitment tool, applicants will receive an automatic acknowledgement message by e-mail confirming the receipt of the application.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false, the applicant in question will be disqualified.

In case of any queries about the selection process, please contact us via e-mail: eulisa-RECRUITMENT@eulisa.europa.eu.

You will be requested to supply documentary evidence in support of the statements that you make for this application if you are selected for further steps of the selection procedure.

Please note that the time period between the closing date for applications submission and the end of the short listing applicants for the interview may take up to several months.