

Vacancy notice 2022/178– HQ (AD)

EEAS Vacancy Notice Administrator

IT Service Officer ICT – Administrator for Unified Communication Services and Tools – RM.SCS.5

(EU Staff Members: AD5-12/ Candidates from member states¹: AD07)

Job n. 246200

We are:

The European External Action Service (EEAS) supports the High Representative in the exercise of his mandate to conduct and implement an effective and coherent EU Common Foreign and Security Policy (CFSP), of representing the EU and of chairing the Foreign Affairs Council.

It also supports the High Representative in his capacity as Vice-President of the Commission with regard to his responsibilities within the Commission in the external relations field including the coordination of other aspects of the EU's external action. The EEAS works in close cooperation with the General Secretariat of the Council, the services of the Commission and the Secretariat General of the European Parliament.

The Division RM.SCS.5 – Digital Solutions is responsible for defining the Information and Communication Technology (ICT) strategy and delivering high quality ICT services to support EEAS objectives and activities, both in Headquarters and in Delegations. The scope of our activities is limited to unclassified and Restricted-UE information.

In particular, and amongst other things, we

- Provide the technological facilities and tools that EEAS services need to fulfil their mission (office automation, printing, e-mail, internet, applications, telephone, video-conference).
- Build, support and operate the underlying ICT infrastructure including the EEAS data centre facilities and the network.
- Provide effective support in the use of these services by the EEAS Staff.
- Promote new uses of information technology within the institution through the support for exploratory and innovative applications.

We propose:

The position of IT Service Officer ICT – Administrator for Unified Communication Services and Tools in RM.SCS.5 Digital Solutions division: Administrator - AD5-AD12. Candidates from national diplomatic services: AD07.

The job is a key position for a very motivated Administrator with a broad experience looking for a dynamic working environment and challenging projects within a friendly, motivated and supportive team. We offer easy access to training facilities to improve skills and to keep staff. Main working languages are English and French.

The main responsibilities of the post are as follows:

¹ Candidates from the Member States are candidates from the national diplomatic services or from other public administration bodies whose tasks at the national level are similar to the core tasks of this position in line with Art 98(1) of the Staff Regulations.

- Lead on
 - the development and definition of the Unified Communication Services strategy (Video/Fixed and Mobile Telephony/Conferencing/Communication);
 - discussions on the matter in relevant groups/committees, including at inter-institutional level;
 - the anticipation of technological upgrades and equipment obsolescence and potential renewal exercises.
- Lead on the implementation of the Unified Communication Services strategy (Video/Fixed and Mobile Telephony/Conferencing/Communication);
- Define the Unified Communication services offered to the end-users in the context of the modernisation of the concerned technologies and define their related SLAs for both HQ and Delegations;
- Supervise and participate in the administration, operation and maintenance of the Unified Communication services;
- Plan and follow up the budget of the service in HQ and Delegations;
- Coordinate, implement, manage and supervise the multiple workflows necessary to reach the levels of quality expected;
- Lead various projects linked with the technologies supported by the service and with the modernisation of the communications means (VOIP; Video Conferencing, Instant Messaging, interconnection of various technological platforms...)
- Draft and contribute to briefings, speeches, notes and papers in the areas of responsibility;
- To report on a regular basis about the activities and issues faced by his/her team;
- Act as financial correspondent with other services, Operational Verifying Agent for activities implying subcontracted tasks to external contractors and/or system suppliers, under the supervision of the Head of Division (acting as AOSD);
- To contribute to other tasks within the division as required.

This position is classified as an "Administrator" type of post² in the grade bracket AD 5-12.

Candidates from the diplomatic services of Member States would be recruited at AD07 level.

The duration of the assignment to the post shall be, in principle, four years.

Legal basis for recruitment to this position:

The vacancy is to be filled in accordance with the following articles of the Staff regulations³ (SR): Article 29(1)(a) SR and Article 98 SR; Article 29(1)(b) SR ; Article 29(1)(c) SR

The successful candidate for this position will be:

- appointed in accordance with Article 29(1)(a) of the Staff regulations (SR) if he or she is an official or a temporary agent to whom Article 2(e) of the Conditions of Employment of Other Servants (CEOS) applies.

² According to the Annex I of the Staff Regulations

³ Staff Regulations of Officials (SR) and the Conditions of Employment of Other Servants of the European Union (CEOS). For reference, see: <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1570023902133&uri=CELEX:01962R0031-20190101>

- recruited in accordance with Article 98(1), first subparagraph, of the SR if the candidate comes from the national diplomatic service of a Member State; such candidates shall be recruited at the level of AD07.
- appointed in accordance with Article 29 (1) (b) of the Staff regulations (SR) if he or she is an official from another institution.
- recruited in accordance with Article 29(1) (c) if it was not possible to fill the vacant post through any of the previous possibilities mentioned.

In case no suitable candidate is found from among the candidates being EU officials or coming from national diplomatic services of the Member States, applications of other candidates coming from services of the central administration of the Member States (other than the national diplomatic services) whose tasks at the national level are similar to the core tasks of this position may be examined. Should such candidate be selected for the post, the candidate shall be recruited in accordance with Article 98(1), second subparagraph, of the SR, and shall be recruited at the level of AD07.

WE LOOK FOR:

We are looking for a highly motivated, dynamic and service-oriented colleague with a broad IT and Unified Communication Services background.

In addition to demonstrating very good analytical, drafting and organisational skills, the successful candidate must be pro-active, dynamic and be able to plan and follow up in line with the required procedures on an autonomous basis. The ability to build and maintain good human relations within the teams and with our internal customers is essential as well as a proven ability to manage and co-ordinate several processes simultaneously and an excellent oral and written command of English.

ELIGIBILITY CRITERIA⁴

General

Further to the conditions set out in Art 28 of the Staff Regulations (SR) or Art 12 of the Conditions of Employment of Other Servants (CEOS), candidates must:

1. be officials of the Union institutions, or temporary agents to whom Article 2(e) of the Conditions of Employment of Other Servants (CEOS) applies, or staff from diplomatic services of the Member States.

In exceptional cases and after having exhausted the possibilities to recruit from the above categories, the Appointing Authority may examine, pursuant to Article 98(1), second subparagraph of the SR, applications from candidates from other services of the central administration of the Member States (other than the national diplomatic services) whose tasks at the national level are similar to the core tasks of this position. Competition EPSO laureates who are on a valid reserve list established in accordance with Article 30 SR may have their candidatures considered only in the event that no suitable candidate can be found among candidates covered by article 29(1)(a) and article 98 SR or article 29(1)(b) SR;

2. have the capacity to work in the languages (English and French) of the Common Foreign and Security Policy (CFSP) and external relations, necessary for the performance of their duties. Knowledge of other EU languages would also be an asset;

⁴ All the eligibility criteria must be met on the closing date for applications to this post.

3. have at least two years' proven, pertinent external relations experience - for staff from national diplomatic services this experience must have been gained from working in a national administration of one of the Member States.

- SPECIFIC ELIGIBILITY CRITERIA FOR EU OFFICIALS AND TEMPORARY AGENTS FROM NATIONAL DIPLOMATIC SERVICES TO WHOM ARTICLE 2(E) OF THE CEOS APPLIES ("EU STAFF")

1. EU staff members (i.e. EU officials, and temporary staff to whom Article 2(e) of the CEOS applies) applying for this post must occupy a post in the category AD5–AD12 or have occupied such a post as the last post before their change in administrative status in accordance with Article 35 SR or occupy a post AST and be on the list drawn up according to Article 45a(c) SR (certification list).
2. Due to the need to ensure sound financial management of the limited financial resources and given the fact that the assignment of a staff member to a Delegation has important budgetary and business continuity implications, applications from staff members currently serving in a Delegation who are not in rotation in 2022, are in principle not eligible and may only be considered in the interest of the service or in duly justified situations.
3. Candidates who at the moment of the application are EU officials, independently of their administrative status (including officials on leave on personal grounds), cannot request to be recruited as temporary agents under Article 2(e) of the CEOS. In the case of applications from EU officials on leave for personal grounds, successful candidates will be reinstated into active employment in accordance with Articles 35(a) and Article 40 of the Staff Regulations.

EEAS Officials assigned according to Article 30 of the annex XIII SR to the type of post "*Senior Administrator in transition*" (AD14) or "*Administrator in transition*" (AD13) can apply for posts which correspond to the type of post of Administrator. If selected they will be transferred within the EEAS. As a consequence, EU officials AD13 and AD14 from other Institutions are not eligible.

4. Candidates who at the moment of the application are Temporary Agents to whom Article 2(e) of the Conditions of Employment of Other Servants (CEOS) applies must provide a new statement issued by their Ministry of Foreign Affairs containing the same elements as requested for candidates from member states (see specific eligibility criteria for candidates from the Member States, point 2).

- SPECIFIC ELIGIBILITY CRITERIA FOR CANDIDATES FROM THE MEMBER STATES TO BE RECRUITED IN ACCORDANCE WITH ARTICLE 98 SR.

In line with Art 12 of the CEOS and in accordance with the needs of the service, candidates from the diplomatic services of Member States of the Union must:

1. possess a level of education
 - a. which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, OR
 - b. which corresponds to completed university studies attested by a diploma and relevant professional experience of at least one year when the normal period of university education is at least three years.⁵

⁵ The minimum of one year of professional experience required under (b) counts as an integral part of the above qualification and cannot be included in the professional experience required under point 2.

2. have gained at least 6 years' full time professional experience. This experience must have been gained after obtaining the four-year diploma or after obtaining the three-year diploma and the one year relevant professional experience;

Candidates must indicate their level of education and professional experience on the application form.

Candidates from national diplomatic services and current temporary agents engaged under Article 2(e) CEOS must be able to return to active service with their Member State after the end of their period of service to EEAS.

The candidates shall provide a statement issued by their Ministry of Foreign Affairs, which contains at least the following elements:

- a. for candidates to be recruited under Art. 98(1), first subparagraph, SR:
 - the post to which the candidate applies;
 - that the candidate is a staff member in active service in the Ministry of Foreign Affairs at the time of application, either as an official or under a permanent employment relation;
 - that the Ministry of Foreign Affairs endorses his/her application to the post;
 - A guarantee of immediate reinstatement in the Ministry of Foreign Affairs after the end of their contract with the EEAS.

- b. for candidates to be recruited under Art. 98(1), second subparagraph, SR:
 - the post to which the candidate applies;
 - that the candidate is a staff member in active service in the central administration of his or her member state at the time of application, either as an official or under a permanent employment relation;
 - that the Ministry of Foreign Affairs endorses the application to the post to which the candidate applies;
 - a guarantee of immediate reinstatement in the Member State central administration of origin after the end of contract with the EEAS.

If candidates are unable to provide this document from their Ministry of Foreign Affairs, their application will be deemed ineligible.

Furthermore, candidates who would be recruited as temporary agents under Article 2(e) of the CEOS must be in a position to serve during the full duration of their assignment within the maximum duration of engagement in the EEAS.

SELECTION CRITERIA

Candidates should:

- have very good knowledge of technologies relevant for the position (video conferencing, Fixed and Mobile Telephony, VoIP), in particular:
 - Cisco Unified Communications products (Cisco Jabber, Webex, Cisco UCM, Cisco Meeting Server, Call Control, Communication Gateways, UC Applications, etc...)
 - Mobile Telephony and smartphones;
 - Installation and maintenance of Pabx in general;
 - Unify PABX OSBIZ systems (X3, X5 and X 8 series);
 - SIP to IP / SIP to ISDN / SIP to Analog – various devices and Mediatrix;
- have proven experience in organizing, delivering and managing IT services;
- have ability to lead a team and manage external contractors;
- fluent in English (both orally and in writing);

- have an excellent ability to maintain diplomatic relations and to ensure representation, communication in a complex, multicultural environment;
- have an excellent capacity to create constructive working relations with national authorities, international organisations and EU Member States;
- have strong drafting, communication and analytical skills combined with sound judgement;

Furthermore:

- experience of working in an Embassy, a Delegation (or equivalent in an international organisation);
- experience of working in a team in multi-disciplinary and multi-cultural environment;
- experience of negotiations
- ability to communicate clearly on complex issues and the capacity to perform with accuracy and in a flexible manner a diversity of tasks in a complex institutional environment;
- strong service attitude;
- fluent in French (both orally and in writing);

would be considered assets.

TYPE AND DURATION OF CONTRACT FOR CANDIDATES FROM NATIONAL DIPLOMATIC SERVICES

If the successful candidate is not an EU staff member, he or she will be required to undergo a medical examination to ensure that she or he is physically fit to perform the duties.

The successful candidate will be offered a temporary contract under Article 2(e) of the CEOS. Such contracts may not exceed 4 years in duration; their expiry will as far as possible be aligned to the usual date of mobility at Headquarters (currently 31 August each year).

All newly engaged temporary staff are required to complete successfully a probationary period of 9 months.

PLACE OF EMPLOYMENT

Brussels, Belgium

SPECIFIC CONDITIONS OF EMPLOYMENT

The successful candidate will be required to undergo security vetting if she or he does not already hold EU SECRET level security clearance, in accordance with the relevant security provisions.

Successful candidates from the Member States will be required to sign a conflict of interest form as part of the recruitment process.

EQUAL OPPORTUNITIES

The EEAS is committed to an equal opportunities policy for all its employees and applicants for employment. As an employer, the EEAS is committed to promoting gender equality and to preventing discrimination on any grounds. It actively welcomes applications from all qualified candidates from diverse backgrounds and from the

broadest possible geographical basis amongst the EU Member States. We aim at a service which is truly representative of society, where each staff member feels respected, is able to give their best and can develop their full potential.

Candidates with disabilities are invited to contact the functional mailbox (EEAS-HQ-APPLICATIONS-AD@eeas.europa.eu) in order to accommodate any special needs and provide assistance to ensure the possibility to pass the selection procedure in equality of opportunities with other candidates. If a candidate with a disability is selected for a vacant post, the EEAS is committed to providing reasonable accommodation in accordance with Art 1d.4 of the Staff Regulations.

PROCEDURE⁶

The selection procedure will take place in three different and successive steps:

1. Application

Before submitting their application, candidates should carefully check whether they meet all the eligibility criteria in order to avoid automatic exclusion from the selection procedure. Candidates must apply through the on-line system:

<https://webgate.ec.europa.eu/eapplication/index.cfm>

To log on to the system, an ECAS (European Commission Authentication Service) password is required; candidates without a password can register to get one through the afore-mentioned link. EU staff members with a professional ECAS account should use that account for their application. A helpdesk facility is available via the "Contact Support" function within the on-line system.

In case of connection problems, you can also refer to the complete EU Login user guide: https://webgate.ec.europa.eu/cas/manuals/EU_Login_Tutorial.pdf

During the on-line application procedure candidates will have to upload their CV and motivation letter (in English or French). Candidates are invited to use the "Europass" CV format (<https://europass.cedefop.europa.eu/documents/curriculum-vitae>) for their applications.

Candidates from the Member States will, in addition, have to upload a copy of their passport/ID and the statement by their Ministry for Foreign Affairs mentioned above under eligibility criteria applicable to candidates from member states (see paragraph 2).

The closing date for the submission of applications is **5 December 2022 at 12.00 midday** (CET - Brussels' time). Please note that the only way to submit an application is using the on-line system.

As the system may experience peak activity around the deadline, candidates are strongly advised to submit their application as early as possible. Late applications will not be accepted.

For correspondence concerning the selection procedures, please use the following email address: EEAS-HQ-APPLICATIONS-AD@eeas.europa.eu

2. Pre-selection

The pre-selection will be done by a panel on the basis of the qualifications and the professional experience described in the CV and motivation letter. The panel will

⁶ Your personal data will be processed in accordance with Regulation (EC) 2018/1725.

preselect a limited number of eligible candidates who best meet the selection criteria for the post and proceed to invite those candidates for an interview.

3. Selection

The candidates who have been preselected will be invited for an interview so that the selection panel can evaluate them objectively and impartially on the basis of their qualifications, professional experience and linguistic skills, as listed in the present vacancy notice. The selection panel will make a recommendation to the AIPN, who will make the final selection.

It is recalled, that if the interest of the service so requires, the selection procedures can be terminated at any stage and the post be filled by a transfer in accordance with Article 7 of the SR.

PLACE OF EMPLOYMENT: Brussels, Belgium

POST AVAILABLE: 01/01/2023

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