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SECONDED NATIONAL EXPERT- JOB PROFILE
Seconded National Expert **(Operational Support Systems Unit/ Operational Support Division)**

The Operational Support System Unit:

The Operational Support Systems Unit (OSSU) is led by the Head of Unit who reports to the Director of the Division.

The Operational Support Systems Unit (OSSU) is composed of the following entities:

(a) Operational System Development and Evolution Sector (OSDE).

(b) Operational System and Document Community Outreach Sector (OSDO).

(c) Centre of Excellence for Combatting Document Fraud Sector (CED).

(d) Document and Identity Operational Support Sector (DIOS).

Main tasks of the Unit:

▪ Establishing and maintaining viable conditions to enable the development of operational support systems and operational excellence in document and identity control (OSDO)

▪ Providing support systems and specialised expertise to simplify the management of operations and enhance their impact, including the performance of other law enforcement's bodies

▪ Ensuring the prioritized development, maintenance, upgrades and evolution of IT operational support systems from business perspective (OSDE)

▪ Ensuring that IT operational support systems developed on behalf of the Operational Management Division match the users' needs from an operational perspective (OSDE)

▪ Providing specialised expertise in identity, document and vehicle control and host the Centre of Excellence for Combatting Document Fraud (CED)

▪ Providing operational know-how, including the support for development, establishment, and evolution of the 24/7 Document and Identity Control Helpdesk, and its human resources operating remotely and in Frontex Standing Corps activities. (DIOS)

▪ Providing specialist and advanced level document and vehicle control expertise to enhance the quality of border management and other law enforcement activities based on and ensuring the implementation of the False and Authentic Documents Online system (FADO) Regulation (EU) 2020/493. (CED-DIOS)

Tasks and responsibilities of the post:

Reporting to the Head of Sector and under the supervision of the respective Team Leader, the main duties related to this position are to cover all types of the activities connected with document and identity control:

➢ Providing the hierarchical line managers and other Centre's staff with technical expertise, promoting cooperation and knowledge sharing within the Agency
➢ Providing expert support on the development and maintenance of documents and identity information systems
➢ Conducting technical analysis on travel, identity, and breeder documents allowing to assess their compliance with standards when existing, including those related to the electronic security features of eDocuments

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- ➢ Providing expert support on document and identity checks in field activities, such as participation in the activities of the Frontex Document Fraud Team and supporting Frontex Joint Operations, Joint Action Days, national operations, INTERPOL activities
- ➢ Preparing briefing notes, presentations and other documents concerning the work of his/her team/sector/unit, leading briefings and debriefings, operational awareness sessions, etc.
- ➢ Preparing and revising operational modules for control on document and identity and/or means of transportation as well as validating the Frontex Document Alerts before dissemination
- ➢ Contributing to the activities of the Operational Support System Unit (OSSU) by supporting other internal Frontex entities dealing with document and identity control (e.g. European Document Fraud network, return assistance activities, third country assistance projects, harmonisation activities, road shows, consular staff training, Advanced Level Document Officer courses final assessment, vulnerability assessment simulations, and others)
- ➢ Performing other tasks requested by the management in the field of activities pertaining to the Operational Support System Unit (OSSU)

Selection criteria:

Professional qualifications, competencies and experience required:

Essential:

- ➢ At least 5-year experience related to the tasks and responsibilities for the post (forensics or Advanced Level Document Officer), including at least 2-year experience in supporting directly/indirectly border control officers in the same matter
- ➢ Have adequate knowledge of the English language, both spoken and written (minimum CEFR level B2 or equivalent)
- ➢ Knowledge of primary and advanced level security features (covert and covert) in substrates, inks and personalization components (bio-data) of travel documents
- ➢ Experience in using document and identity information systems
- ➢ Have received a training to acquire and been able to demonstrate knowledge of different types of document fraud and related modus operandi and sound forgery detection skills, including the ability to communicate possible threats and risks to security features of documents (e.g. document alerts)
- ➢ Knowledge of biometrics or electronic or digital components of travel documents
- ➢ Good level of knowledge of Microsoft Office applications, including Outlook, Word, Excel, PowerPoint, SharePoint and OneNote

Assets:

- ➢ Knowledge of the physics of light (theory of colour, light and optics)
- ➢ Knowledge of the ICAO doc 9303 requirements for eMRTD (Basic and additional features)
- ➢ Knowledge of innovations in authentic identity and security documents
- ➢ Knowledge of the identity chain, particularly with regard to the issuing systems for security documents (registration of identity, issuance of documents, document production and document control)

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Personal skills & competencies required:

- ➢ Time management and ability to relate with people of different cultural and professional background whilst maintaining impartiality and objectivity
- ➢ Apply methodical approaches with ability to proceed gradually and in a systematic manner
- ➢ Ability to respect the specific confidentiality requirements and the sensitivity connected to the specific tasks of his job
- ➢ Ability to work in team and independently as well as under pressure whilst keeping quality in task execution