



Vacancy notice for the establishment of a reserve list for:

ICT Officer
Reference: 16/EJ/02

Deadline for applications:	10/04/2016 at 00:00 CET
Place of employment:	The Hague, Netherlands
Type and duration of contract:	TA (five years, with possibility of renewal)
Function group and grade:	AST 4
Probationary period:	Nine months
Security clearance level:	EU CONFIDENTIAL
Monthly basic salary:	€ 3 968.06

EUROJUST's mission is to enhance the effectiveness of the competent authorities within Member States dealing with serious cross-border and organised crime. For further information, please consult our website: www.eurojust.europa.eu.

The ICT Officer will provide 3rd line support to ICT technical services at Eurojust. He/she will maintain all ICT products relating to physical or virtual network and computing infrastructure at Eurojust. The ICT Officer will be responsible for technical deliverables resulting from projects, upgrades, or maintenance activities. He/she will run daily operations of the ICT Technical Services at Eurojust.

He/she will report directly to the Head of Sector - ICT Operations.

1. Key accountabilities

The successful applicant will perform the following activities:

1. Third line ICT support/incident management

- Carry out preventative maintenance on the deployed IT, internet, network and server infrastructures
- Execute remediation actions on incidents assigned to the Back Office in ICT Operations
- Register and track incidents according to the defined procedures in the incident management database
- Contribute to the structuring, maintenance and development of the technical knowledge base supporting IT Operations activities
- Develop and maintain sufficient knowledge about the interdependencies of all infrastructure components deployed in the production environment to be effective at identifying and diagnosing incidents.

2. Operational support

- Assume the role of Domain, System or Database Administrator in carrying out ICT Operations activities
- Proactively and continuously monitor all layers of the deployed ICT network and server infrastructure
- Maintain all layers of the deployed ICT network and infrastructure
- Execute planned maintenance operations during out-of-office hours
- Test and implement new network servers, infrastructure and/or upgrades of existing services and hardware
- Propose the design and management of the ICT architecture, systems and data centres on request of the Head of Sector
- Implement ICT security policies as aligned with the Security team that impact ICT Operations

3. Administrative support

- Develop procedures for recurring system administration activities and provide and update installation, technical support and maintenance documentation as required
- Propose changes to existing or new policies or procedures
- Assist in the process of ordering IT network or infrastructure equipment and consultancy required for ICT Operations work

4. Projects

- As technical lead, participate in all projects impacting ICT Operations in line with the unit plan, also related to non-ICT issues in which impact on processes impact ICT Operations
- Propose the technical design and validation of requirements; delivery and technical implementation of projects for the Sector or Unit
- Be the technical lead/project manager for the implementation of internal projects based on complexity and impact on the organisation

2. Eligibility criteria

The selection procedure is open to applicants who satisfy the following eligibility criteria on the closing date for application:

2.1. General requirements

The applicant must:

- Be a national of one of the Member States of the European Union;
- Enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Produce the appropriate character references as to his/her suitability for the performance of his/her duties¹;
- Be physically fit to perform his/her duties; and
- Have a thorough knowledge of one of the languages of the European Union² and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties.

2.2. Minimum qualifications and professional experience

- A level of post-secondary education attested by a diploma and after having obtained the diploma at least **six years** of appropriate professional experience,

OR

- A level of secondary education attested by a diploma giving access to post-secondary education, and after having obtained the diploma, at least **nine years** of appropriate professional experience.

¹ Before appointment, successful applicants will be required to produce an official document showing that they do not have a criminal record.

² The 24 official languages of the European Union are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Irish, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

3. Selection criteria

Applicants who meet the eligibility criteria set out in section 2 above will be assessed on the basis of the following criteria:

Essential

The following characteristics are considered as essential criteria:

- Experience and knowledge in the areas mentioned above under 'key accountabilities';
- Knowledge and skills in the installation, configuration and use of Windows-based clients, servers (Windows 7 Enterprise, Windows Server 2008 and 2012) and MS SQL Databases;
- Knowledge of TCP/IP and LAN/Wi-Fi network technologies;
- Experience in working in a controlled environment with defined ITSM processes (ITIL or ISO 20000);
- Knowledge of administering F5 load-balancing technology;
- Clear communication skills to convey messages in a well-structured way both verbally and in writing; and ability to build sustainable working relationships internally and externally;
- Problem-solving by describing practical solutions, using a variety of analytical and lateral techniques to analyse and resolve problems;
- Planning and organising by demonstrating ability to prioritise the delivery of work, adjusting to changing circumstances as well as carrying out several assignments in parallel and delivering according to the agreed requirements; and
- Fluency in English, as this is the working language of Eurojust.

Advantageous

The following characteristics are considered as additional assets:

- Expertise in MS SharePoint and Exchange 2010;
- Expertise in network architectures, protocols, and technologies covering LAN, WAN, Wi-Fi, VPN, and public networks;
- Expertise in implementing and managing telecommunication services (VoIP, videoconferencing and mobile communication systems);
- Practical experience in implementing ICT security-related measures;
- Formal certification in ITIL v3 or ISO 20000;
- Knowledge of Prince2;
- Experience in working in a multicultural environment; and
- Knowledge of additional third official EU language.

4. Contractual conditions

The Administrative Director will appoint the successful applicant, as a member of the temporary staff pursuant to Article 2(f) of the *Conditions of employment of other servants of the European Union*, for a period of **five years**. The contract may be renewed.

Temporary staff are required to serve a probationary period of **nine** months.

For further information on contractual and working conditions, please refer to the [EU Staff Regulations of Officials of the European Union and CEOS](#).

5. Submission of applications

Please fill out the [Eurojust Application Form in English](#) and submit it to the following e-mail address by the indicated deadline: applications@eurojust.europa.eu.

The reference number of the vacancy must be indicated on the application form, in the heading of your e-mail and in all future correspondence relating to this application. If you wish to apply for more than one post, you must submit separate application forms.

On the day of the interview, applicants must bring originals or certified copies and photocopies of all the supporting documents concerning their educational qualifications and employment record.

Eurojust has the right to disqualify applicants who fail to submit all the required documents on the date of the interview.

Information about selection procedures at Eurojust and application guidelines can be found [here](#).

6. Request for review

If a candidate is found ineligible, or is not invited for an interview, he/she may submit a request for reconsideration, quoting the reference number of the vacancy. More details on the request for review procedure can be found [here](#).

Please note that the Selection Board's work and deliberations are confidential and that any contact, direct or indirect, with its members is forbidden.

7. Protection of personal data

Eurojust will ensure that applicants' personal data are processed as required by all applicable data protection regulations and, in particular, with the rules on the protection and processing of personal data at Eurojust (OJ C 68/1, 19.3.2005).

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