



EUROJUST

Vacancy notice for the post of:

ICT Helpdesk Operator
Reference: 11/EJ/14
Temporary agent – AST1
M/F

Applicants are invited to apply for the post of **ICT Helpdesk Operator** to be placed on a reserve list at Eurojust.

EUROJUST is a European Union body established in 2002 (Council Decision 2002/187/JHA of 28 February 2002 on the setting up of EUROJUST, amended by Council Decision 2003/659/JHA of 18 June 2003 and by Council Decision 2009/426/JHA of 16 December 2008 on the strengthening of Eurojust) to enhance the effectiveness of the competent authorities within Member States dealing with serious cross-border and organised crime.

The College of EUROJUST is composed of 27 National Members, one nominated by each EU Member State. The College elects one of the National Members to be its President. The Administrative Director is responsible, under the supervision of the President, for the day-to-day administration of Eurojust and staff management.

For further information, please consult our website: www.eurojust.europa.eu

The **ICT Helpdesk Operator** will provide support and assistance to all users acting as first point of contact regarding all ICT related incidents, requests and queries.

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

Eurojust is undergoing an organisational structure review; depending on its outcome, the job's scope of accountabilities might be revised.

1. Key accountabilities

The successful applicant will be responsible, among other duties, for:

- Receiving, classifying, registering, monitoring and following up as a first point of contact on requests for technical assistance from users
- Providing users with first-level support and advice on standard requests
- Solving minor technical hardware and software issues
- Assisting to the preparation, deployment, maintenance and change of hard- and software in accordance with existing procedures
- Assisting in the creation and management of user accounts and access permissions in accordance with existing procedures
- Assisting in the maintenance of the ICT infrastructure
- Monitoring availability of services and following up on events reported by the monitoring system

- Providing input on ICT purchases, monitoring stock and depreciation of equipment and assisting in the process of ordering new IT equipment
- Contributing to the drafting of user manuals, guidelines and system documentation
- Assisting in the development, review and implementation of policies and procedures, identifying best practices to improve existing processes, and sharing innovations
- Supporting and participating in projects/tasks related to areas of responsibility
- Carrying out any other duties as required in the interest of the service

2. Qualifications and experience required

a- Eligibility criteria

Candidates will be considered for the selection phase on the basis of the following criteria to be fulfilled by the closing date for applications:

- 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 **3 years**;

- Thorough knowledge of one of the languages of the Communities and a satisfactory knowledge of another language of the Communities to the extent necessary for the performance of his/her duties.

Furthermore, in order to be eligible, a candidate must:

- Be a national of one of the Member States of the Communities;
- Enjoy his/her full rights as a citizen;
- Have fulfilled any obligations imposed on him/her by the laws on military service;
- Meet the character requirements for the duties involved;
- Be physically fit to perform his/her duties.

b- Selection criteria

Candidates selected on the basis of the above eligibility criteria will then be evaluated according to the following selection criteria:

Essential

- Experience related to the areas of responsibilities as mentioned above
- Knowledge and skills in the installation, configuration and use of Windows PCs and MS Office
- Proficiency in English, as it is the working language of Eurojust;

- Ability to identify/adjust the priority level of activities and assignments;
- Highly-developed communication and interpersonal skills;
- Ability to establish and maintain effective team relationships at different professional levels regardless of nationalities or cultural backgrounds;
- Service-oriented attitude.

Advantageous

The following characteristics are considered as additional assets:

- Formal certification in ITIL
- Experience in working in a multicultural environment
- Knowledge of another EU language

3. Selection phase

A Selection Board is nominated by the Appointing Authority. The Human Resources Unit assists the Selection Board by checking the fulfilment of all formal requirements and eligibility criteria. The responsibility for any decision made during this exercise lies with the Selection Board. Failure to comply with one of the formal requirements or eligibility criteria will result in a disqualification of the applicant concerned.

The Selection Board then makes the decision on who is to be considered an eligible applicant for the selection process, in accordance with the requirements outlined in the vacancy notice, and decides from among the eligible applicants those who are to be invited to attend an interview. Candidates invited for an interview may be asked to undergo a written test. Shortlisted candidates may be required to undergo an assessment through an external centre. The Assessment Centre will assess the soft/management skills as detailed in the selection criteria.

The selection phase consists of an interview with the Selection Board, in order to evaluate the capacities of the candidates to perform the key accountabilities mentioned above. During the interview, special attention will be paid to the specific knowledge required for the post and the suitability and capacity of the candidate to adapt to a multicultural environment. The work of the Selection Board ends with the drawing up of a list of applicants suitable and a list of applicants unsuitable to occupy the position advertised.

Reserve list

The list of suitable applicants is submitted to the Appointing Authority, who decides on the establishment of a reserve list for the post advertised. Candidates should note that inclusion on the reserve list does not guarantee recruitment.

Recruitment will be based on availability of posts and budget.

The reserve list may be used by other units or services in order to fulfil the same or similar positions within Eurojust.

The reserve list for this post will be valid until **31 December 2012** and may be extended at the discretion of the Appointing Authority of Eurojust.

4. Contractual conditions

The Appointing Authority will appoint the successful candidate as a member of the temporary staff pursuant to Article 2(a) of the Conditions of employment of other servants of the European Communities, to which he/she will be subject, for a period of **5 years**. The contract may be renewed.

Remuneration will be based on the Community scale of salaries. Pay is subject to Community tax and other deductions laid down in the Staff Regulations. Remuneration is, however, exempt from any national taxation.

The grade for this position is **AST1**. The basic monthly salary of a temporary agent in the first step at AST1 level, before any deductions or allowances, is approximately EUR 2654.

The place of employment will be The Hague, where Eurojust has its official seat.

Prior to contract signature, the successful candidate will be requested:

- to provide Eurojust with original or certified copies of all relevant documents proving the candidate's eligibility criteria, including an extract from the candidate's police file; and
- to undergo a compulsory medical examination to establish that the candidate meets the standard of physical fitness necessary to perform the duties involved.

For any further information on contractual and working conditions, please refer to the Staff Regulations of Officials of the European Communities and its Conditions of employment of other servants of the European Communities, which are available on the following web page:

http://ec.europa.eu/dgs/human-resources/publications_en.htm

Confirmation of appointment

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

Security Clearance is an essential requirement for selected applicants

Eurojust requires selected applicants to sensitive posts to undergo a security screening procedure and obtain a positive national opinion. The level of the latter depends on the specific classified data that post-holders deal with. For this post, the required level of clearance is SECRET.

Applicants who currently hold a valid and positive national security screening opinion at the above-mentioned level do not need to obtain a new one. They shall then provide a copy of such opinion to Eurojust and specify the issuing authority, level and date of expiry. In case the temporal validity of the opinion expires within a year, the renewal procedure shall be initiated expeditiously.

In case selected applicants do not currently hold a valid and positive national security screening opinion at the above-mentioned level, Eurojust will require them to sign a pre-screening self-declaration. Eurojust will request such opinion from the National Security Agency of the applicants' state of nationality.

In case such agency issues a negative opinion at the above-mentioned level after the signature of the contract of employment, Eurojust has the right to terminate the latter.

Declaration of commitment to serve public interest independently

The successful candidate will be required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.

The successful candidate will be required to carry out his/her duties and conduct him/herself solely with the interests of the Communities in mind; he/she shall neither seek nor take instruction from any government, authority, organisation or person outside his/her institution. He/she shall carry out the duties assigned with objectivity, impartiality and loyalty to the Communities.

Equal opportunity

EUROJUST applies a policy of equal opportunity for men and women and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic characteristics, and language, religious, political or other convictions or opinions, financial situation, disability, age, sexual orientation, marital status or family situation.

5. Submission of applications

Your application must be sent to applications@eurojust.europa.eu by no later than 27 11 2011 at 00.00 CET.

Please indicate the **reference number on the application form, in the heading of your e-mail and in all future correspondence relating to this application.**

Candidates must use the E-application form available on the website of Eurojust and must mention the reference number and the title of the post for which they are applying. All the questions on the form must be answered in full. The application form must be completed in English. Eurojust publishes multiple posts at the same time and if the candidate wishes to apply for more than one post, he/she must submit a separate application form for each post.

Should applicants be invited for an interview, in order for the application to be considered complete, they **must bring with them on the day of the interview originals or certified photocopies of all the supporting documents for their educational qualifications and employment (diplomas, certificates, statements of employment, professional references, etc.) and photocopies of these documents necessary to prove that they fulfil the eligibility criteria.** All documentary evidence of professional experience must indicate both start and end dates of previous positions and the start date of the position held currently.

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

Please note that any documents submitted will not be returned to the candidates.

Application forms sent by fax or by post **will not** be accepted, except for candidates who have a **proven** disability that prevents them from applying via e-mail. These

candidates may submit by post, no later than the indicated closing date for the submission of applications (the postmark date will serve as proof), a printed version of the application form, and mail it indicating the reference number of the selection procedure and title of the post to: EUROJUST, Recruitment Office, P.O. Box 16183, 2500 BD The Hague, The Netherlands.

Closing Date: Closing dates for the submission of applications are strictly adhered to. Your application must be sent to applications@eurojust.europa.eu by **27 November 2011 at midnight CET**. In the heading of the e-mail, the reference number of the post and the title of the post for which a candidate is applying must be mentioned.

To summarise:

*The **application form** must be fully completed in English. Applications must be sent to applications@eurojust.europa.eu no later than the indicated closing date, mentioning the reference number and the vacancy and title of the position in the header of the e-mail.*

The Human Resources Unit will acknowledge receipt of applications. Due to the volume of applications, only candidates selected for the interviews will be contacted further. Candidates are invited to follow the recruitment process status on the Eurojust website.

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

All personal data collected for any selection procedure to be handled by Eurojust will only be used for its purposes and will in no case be transmitted to any third party. Any data provided will be treated in the strictest confidence and with high standards of security. All documents provided to Eurojust during any selection procedure will be kept in Eurojust's files and will not be returned to applicants. Applicants' documents will only be kept for as long as it is mandatory to fulfil the requirements of existing auditing/control procedures applicable to Eurojust. The Head of the HR Unit of Eurojust acts as controller of such data, which will be collected and further processed in full compliance with 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). The rights of information, access, correction, blocking and deletion of personal data are guaranteed under these rules.

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