Applications are invited for a post of:

**GNSS Service Centre Supervisor**

The post is subject to the availability of budget and approval of the Agency’s Establishment Plan by the Budgetary Authority.

*(Vacancy Reference Number: GSA/2013/919)*

<table>
<thead>
<tr>
<th>Date of Publication:</th>
<th>20 March 2013</th>
<th>Deadline for applications:</th>
<th>19 April 2013 by 23:59 hours (CET)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Contract:</td>
<td>Temporary Agent</td>
<td>Place of employment:</td>
<td>Brussels with future relocation to other GSA sites</td>
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<tr>
<td>Grade/Function Group:</td>
<td>AD 8</td>
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<tr>
<td>Contract Duration:</td>
<td>5 years</td>
<td>Monthly basic salary¹:</td>
<td>€ 6.299,95</td>
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<tr>
<td>Organisational Department:</td>
<td>GNSS Exploitation Programme team</td>
<td></td>
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<td>Reporting To:</td>
<td>GNSS Exploitation Programme Manager</td>
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<td>Possible reserve list valid until:</td>
<td>31/12/2014</td>
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<tr>
<td>Desired Start Date:</td>
<td>01/09/2013</td>
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<tr>
<td>Level of security clearance²:</td>
<td>CONFI EU</td>
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¹ Please note that salaries are adjusted based upon a correction coefficient as calculated by the Commission [Currently, 01 June 2012, the weightings are: 100% (BE), 84,2% (CZ), 116,1% (FR), 134,4% (UK)].

² The successful candidate must hold a valid personnel security clearance at the above defined EU level or be able and willing to apply for a security clearance immediately after the contract award. The procedure for obtaining a personnel security clearance shall be initiated on request of the employer only, and not by the individual candidate.
The role of the European GNSS Agency, in the exploitation phase, shall include tasks in particular as follows:

(i) Operational activities of the Galileo and EGNOS programmes including system infrastructure management, maintenance, on-going improvement, certification and standardisation, as well as service provision;

(ii) Development and deployment activities of the evolution and future generations of the systems, including procurement activities.

The GNSS exploitation programme team is in charge of managing the exploitation phases of the EGNOS and Galileo programmes, and shall in particular:

- Manage the execution of the EGNOS and Galileo exploitation phases in compliance with the EC-GSA delegation agreements, controlling the associated schedule, costs and risks;
- Analyse, define and implement the EGNOS and Galileo exploitation concepts;
- Manage the EGNOS and Galileo infrastructure operations, maintenance, protection, on-going improvement and evolutions activities, through associated contracts and/or working arrangements;
- Manage the standardisation activities associated with the EGNOS and Galileo programmes;
- Manage the operational interfaces and service provision to the EGNOS and Galileo users;
- Liaise with the GSA Market Development Department for the market strategy and development of the EGNOS and Galileo use;
- Liaise with the GSA Security Department and Security Accreditation Board for ensuring the accreditation of the EGNOS and Galileo systems and services;
- Liaise with the EASA and other relevant authorities to ensure certification of the EGNOS and Galileo systems and services;
- Liaise with the EC and ESA for all matters dealing with the EGNOS and Galileo exploitation-related activities.
### TASKS AND RESPONSIBILITIES

The GNSS Service Centre Supervisor reports to the GNSS Galileo Exploitation Programme Manager. Nevertheless such hierarchical reporting may change, in perspective of a more mature organizational structure, to be found as soon as the GSA GNSS exploitation will enter its next phase.

The GNSS Service Centre (GSC) operations will initially start with the GSC nucleus operations, covering a Galileo information system and a helpdesk. The GSC nucleus will be upgraded to support from 2014 onwards the Galileo early service provision. Following the procurement of a new GSC facility (GSC v1), the service centre will support the Galileo Open Service and the Commercial Service provision from 2015 onwards.

Her/his main task is to manage the operations and procurements of the GNSS Service Centre (GSC).

She/he is responsible for:

- Managing the operations of the GNSS Service Centre, operated in Madrid;
- Managing the GNSS Service Centre procurements, including infrastructure, operations & maintenance and hosting services;
- Managing all GSC related activities of system testing and service validation campaigns;
- Elaborating and implementing a service provision strategy for the GSC;
- Specifying, negotiating and monitoring the in-service Key Performance Indicators applicable to the GSC service provider;
- Contributing to the definition of the future Galileo service levels commitments, ensuring coordination with other GNSS/SBAS Service Providers;
- Contributing to the design of the Galileo Services, of their extensions and of their evolutions (Service Performance Requirements, Service Performance Definition Documents, User and Signal Performance Requirements);
- Supporting the GSA Market Department for addressing user communities queries related to Galileo service provision;
- Liaising with EC and ESA related to all aspects of the GNSS service centre;
- Liaising with the GSA Legal and Contracts Department and with the Administration and Finance Department for procurement and project management activities;
- Supporting the GNSS Exploitation Programme Manager for any topics related to EGNOS and Galileo service centres.
PROFESSIONAL QUALIFICATIONS AND OTHER REQUIREMENTS

ELIGIBILITY CRITERIA
For your application to be considered by the Agency, you must meet the following criteria:

1. a) A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more,

   OR

2. b) A level of education which corresponds to completed university studies attested by a diploma and at least one year of appropriate professional experience when the normal period of university education is three years;

3. In addition to the above, to possess appropriate professional experience of at least nine years (Ad 1a) following of the award of diploma; ad 1b) following the end of professional experience) in positions relevant to the aforementioned duties;

4. Be a national of a Member State of the European Union;

5. Be able to serve a full 5 year-term before reaching the retirement age of 65;

6. Be entitled to his or her full rights as citizen;3

7. Have fulfilled any obligations imposed by the applicable laws concerning military service;

8. Meet the character requirements for the duties involved;

9. Have a thorough knowledge of one of the languages of the European Union and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties; and

10. Be physically fit to perform the duties linked to the post.4

A. SELECTION CRITERIA
If your application is eligible, you will be selected for an interview based upon the following criteria:

1) Qualifications and experience:
   Essential
   • University degree in the exact science, such as Engineering, Physics, Mathematics or Computer Science;

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3 Prior to the appointment, the successful candidate will be asked to provide a Police certificate confirming the absence of any criminal record.

4 Before a successful candidate can be appointed, s/he will be medically examined by a selected medical service so that the Agency will be satisfied that s/he fulfils the requirement of Article 28(e) of the Staff Regulation of Officials of the European Communities.
• Good experience relevant to the tasks described above;
• Experience in public infrastructure and/or services project management, including schedule, costs and risks management;
• Experience and background in navigation systems;
• Good expertise and background in Aeronautics, Defence and/or Space programme management within an EU or ESA environment;

**Advantageous**

• Experience and background in EGNOS and Galileo programmes;
• Experience and background in security-driven and/or safety-driven public infrastructure and/or services programmes;
• Experience in working at EU institutions;
• Experience in working with international GNSS Service Providers;
• Knowledge of one or more EU languages in addition to the ones required.

2) **Behavioural competences:**

• Excellent communication skills in English;
• Motivation and knowledge of EU and GSA;
• Working with others;
• Stress management & flexibility;
• Analysis & problem solving;
• Delivering quality and results;
• Prioritising and organising.

**SELECTION PROCEDURE**

The selection procedure includes the following steps:

• After registration, each application will be checked in order to verify that it meets the eligibility criteria;

• All eligible applications will be evaluated by a Selection Committee based on the selection criteria defined in this vacancy notice;

• The best-qualified candidates, all those who obtained the highest number of points within the evaluation, will be short-listed for an interview. The minimum threshold is 65% of the total points.

• During the interview, the Selection Committee will examine each candidate’s profile and will assess their relevancy for this post. In order to support the evaluation via interview, shortlisted candidates may be required to undergo written tests relevant to the job content (the minimum threshold for this test is 50% of the total points allocated for it) and to complete part of the process in their second EU language;

• As a result of the interviews, the Selection Committee will recommend the most suitable candidate(s) for this post to be placed on a reserve list. This list may also be used for recruitment of a similar post depending on the Agency’s needs. Inclusion on the reserve list does not guarantee recruitment.
The reserve list will be presented to the Appointing Authority who may decide to convene a second interview and ultimately will appoint the successful candidate to the post.

| Indicative date for the interview and written test | 1st half of June 2013 |

Candidates are strictly forbidden to make any contact with the Selection Committee members, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection procedure.

**APPLICATION PROCEDURE**

For applications to be considered valid, candidates must submit an email to jobs@gsa.europa.eu with a subject line of ‘SURNAME_Name_Vacancy Reference Number’ and which contains the Agency’s approved application form (Download it here: http://www.gsa.europa.eu/sites/default/files/uploads/GSAapplicationform2.doc)

The form must be:
- Completed in English;
- Fully completed, pointing out the professional experience relevant to this position (incl. calculation of years, months);
- Printed, signed and clearly scanned in;
- Named as follows: SURNAME_Name_Vacancy Ref. number (e.g. SPENCER_Marc_GSA.2012.123)
- In Microsoft Word or Adobe Acrobat (pdf) format;
- The application shall be accompanied by a scanned ID card and/or passport, and a copy of a diploma giving access to the grade/function group bearing a date of issue.

The application will be rejected if it is not duly completed, if it is not signed by hand or if it is not provided in the prescribed format.

Supporting documents showing evidence of the information given in the application will be requested at a later stage. Do not, however, send any supporting documentation with your application until the Agency requests so.

No documents will be sent back to candidates.

Applications must be sent to “jobs@gsa.europa.eu” and received by the deadline listed on page 01 of this vacancy notice at the latest, clearly indicating the vacancy reference number in the subject line.

Candidates are reminded not to wait until the final days before the closing date of applications’ submissions. The Agency cannot be held responsible for any last-minute

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5 The date might be modified depending on the availability of the Selection Board members.
malfunction due to any overflow of the mailbox.

**APPEAL PROCEDURE**

If a candidate considers that s/he has been adversely affected by a particular decision, a complaint can be lodged under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of Employment of Other Servants of the European Communities, at the following address:

European GNSS Agency (GSA)  
Human Resources Department  
Janovského 438/2  
170 00 Prague 7  
Czech Republic

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure starts to run from the time the selection procedure for this post is declared as closed on the Agency webpage (http://www.gsa.europa.eu/gsa/job-opportunities).

**SUMMARY OF CONDITIONS OF EMPLOYMENT**

1. Salaries are exempt from national tax; instead a Community tax at source is paid;
2. Annual leave entitlement of two days per calendar month plus additional days for the grade, for the distance from the place of origin and an average of 16 GSA public holidays per year;
3. General and applicable technical training plus professional development opportunities;
4. EU Pension Scheme (after 10 years of service);
5. EU Joint Sickness and Insurance Scheme, accident and occupational disease insurance coverage, unemployment and invalidity allowance and travel insurance;

Depending on the individual family situation and the place of origin, staff members may be in addition entitled to:

1. An expatriation or foreign residence allowance;
2. A household allowance;
3. A dependent child allowance;
4. An education allowance;
5. An installation allowance and reimbursement of removal costs;
6. An initial temporary daily subsistence allowance;
7. Other benefits as provided by the Agency and the hosting country.

For further information on working conditions of temporary staff please refer to the Conditions of Employment of Other Servants (CEOS): http://ec.europa.eu/civil_service/docs/toc100_en.pdf.
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<tr>
<th>COMMITMENT</th>
<th>Commitment to promote equal opportunities:</th>
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<tbody>
<tr>
<td>Declaration of commitment to serve the public interest independently:</td>
<td>The Agency is an equal opportunities employer and strongly encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction whatsoever on grounds of nationality, age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities, marital status or other family situation.</td>
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<tr>
<td>The jobholder will be required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to any interest that might be considered prejudicial to his/her independence.</td>
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