



European Global Navigation Satellite Systems Agency

For more information on GSA please consult our website:

<http://www.gsa.europa.eu/gsa/overview>

The European Global Navigation Satellite Systems Agency (GSA) has set up a selection procedure that aims to establish a reserve list for:

IT Operation and Infrastructure Officer

(Vacancy Reference Number: GSA/2016/706)

Date of Publication:	15/12/2016	Deadline for applications:	12/01/2017 23:59 hours (CET) Extended until: 26/01/2017 23:59hours (CET)
Type of Contract:	Temporary Agent	Grade/Function Group:	AD5
Place of employment¹:	Prague (Czech Republic)		
Contract Duration²:	5 years with possibility of renewal	Desired Start Date:	To be determined
Organisational Department:	ICT Department subject to reassignment or reorganisation	Reporting to³:	ICT Operation and Project Management Officer
Number of vacant posts to be filled:	Establishment of a reserve list	Possible reserve list valid until:	31/12/2017 with possibility of extension

¹ The **place of employment** of the Staff Member shall be at the offices of the Agency in Prague, Czech Republic, subject to changes in the interest of the service and always under due consideration of the Staff Member's interests.

² **Five-year contract** with the possibility of a renewal for a fixed period and a further renewal for an indefinite period on the conditions set out in the Staff Regulations and in the Conditions of Employment for Other Servants.

³ The hierarchical **reporting line** may change in line with the developments of the GSA and department's organisation.



Level of security clearance⁴:	SECRET UE / EU SECRET		
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1. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) DEPARTMENT

The ICT Department is proactively contributing to the fulfilment of the Agency's mission, particularly regarding all matters related to the management of the information and communication systems.

Among other tasks the ICT department is supporting the business needs of the Agency from technical and organisational standpoints through coordinating and managing the ICT function, including in particular:

- plan and manage the implementation, operation, development, optimisation and maintenance of ICT infrastructure for both unclassified systems and systems processing EU classified information up to Secret UE and across all GSA sites and remote offices (currently Prague, Saint Germain-en-Laye, Swanwick, Toulouse, Brussels)
- coordinate the development, maintenance, optimisation and implementation of internal administrative procedures (and related software applications), support to document management and archiving
- ensure that administrative procedures are synchronised with information systems in order to maximise the benefits from using modern technologies and the overall efficiency and performance of the Agency
- ensure IT security management
- plan and ensure IT infrastructure management
- plan and ensure IT business continuity plan
- provide ICT expertise to the GSA and support to end users (internal and external) in all GSA sites

⁴ 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.



2. TASKS AND RESPONSIBILITIES

The IT Operation and Infrastructure Officer shall in principle report to the ICT Operation and Project Management Officer (or the Head of ICT or his assignee).

The tasks and responsibilities shall in principle include (without limitation):

1. Management of the Operation team

- Coordinate and supervise the daily operations team in order to provide end user IT support to GSA staff (1st level to 3rd level)
- Draft and implement IT processes following ITIL standards
- Be focused on users satisfaction measured by KPIs system
- Manage contractors, monitor the sub-contracted activities and review deliverables
- Develop work procedures, job objectives and evaluations

2. Infrastructure management

- Ensure a smooth running of the IT infrastructure and especially classified and non-classified networks
- Be proactive in the evolution of the GSA infrastructure
- Plan, develop and deploy new technical solutions
- Develop procedures, processes and policies
- Develop the annual IT master plan concerning hardware management
- Track the IT equipment inventory

3. Contract Management and Project management

- Management of DIGIT contracts and preparation and review of GSA specific contracts
- Contribute to the preparation of tender and contract specifications by providing technical advice
- Participate as operation manager in the development and the implementation of projects especially in the infrastructure domain
- Support the project implementation in collaboration with the IT project team
- Manage the IT infrastructure budget
- Provide support in any other relevant duties as required

The job holder should be familiar with the following technologies:

- Microsoft technologies
- Microsoft Exchange 2010/2013 or 2016
- Microsoft Operating System 7, 8 or 10
- Microsoft Office
- Microsoft System Centre Configuration Manager
- Microsoft System Centre service Manager
- Microsoft SharePoint
- Mobile devices technologies
- Network infrastructure concepts and technologies: DHCP, DNS, VPN (CISCO, Netasq)



3. PROFESSIONAL QUALIFICATIONS AND OTHER REQUIREMENTS

A. ELIGIBILITY CRITERIA

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

1. A level of education which corresponds to completed university studies⁵ of at least three years attested by a diploma
2. Be a national of a Member State of the European Union or Norway
3. Be entitled to his or her full rights as citizen
4. Have fulfilled any obligations imposed by the applicable laws concerning military service
5. Meet the character requirements for the duties involved⁶
6. Have a thorough knowledge of one of the languages of the European Union⁷ and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties
7. Be physically fit to perform the duties linked to the post⁸

⁵ Only study titles that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.

⁶ Prior to the appointment, the successful candidate will be asked to provide a Police certificate confirming the absence of any criminal record.

⁷ The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, Swedish.

⁸ 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 Union.



B. SELECTION CRITERIA

All eligible applications, according to the afore-mentioned criteria (part A), will be assessed against the requirements listed below.

The Selection Board responsible for this selection will determine the criteria to be assessed in the various phases of the selection procedure (assessment of the application forms, interview and written test) prior to being granted access to the names of the applicants. At least all essential criteria will be assessed during the applications evaluation phase.

Please note that non-compliance with at least one of the essential requirements (B.1) will result in the exclusion of the candidate from the selection process.

Advantageous requirements (B.2) constitute additional assets and will not result in exclusion, if not fulfilled.

1) Essential qualifications and experience

- i. University degree in a relevant field (e.g. engineering, informatics, exact sciences, etc.)
- ii. Proven experience relevant to the tasks described above, preferably gained in an international environment
- iii. Hands-on experience in administration and/or management of IT systems
- iv. Proven experience in ICT service management (ITSM) and in using ITIL documented best practices or similar as well as experience in handling IT incidents
- v. Excellent command of both written and spoken English

2) Advantageous qualifications and experience

- vi. To already hold a security clearance at the level of SECRET UE/EU SECRET (or equivalent)
- vii. Professional certificates obtained from Microsoft, Cisco etc., and/or in project management such as ITIL, Prince2, PMP etc.
- viii. Experience in managing and tasking teams
- ix. Experience from an environment certified ISO 9001 and/or ISO 27001

3) Behavioural competences

- x. Motivation
- xi. Excellent communication skills
- xii. Working with others
- xiii. Planning and organisational skills along with a result oriented approach
- xiv. Stress management and flexibility



4. 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 Board based on the selection criteria defined in this vacancy notice.
- The best-qualified candidates, 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 Board will examine each candidate's profile and will assess their relevancy for this post. In order to support the evaluation via interview, shortlisted candidates will be required to undergo a computer-based written test 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. All candidates short-listed for an interview may also be requested to complete an online Business Attitude Questionnaire.
- Candidates will be requested to bring with them on the day of the interview photocopies of all the supporting documents for their educational qualifications and employment necessary to prove that they meet the eligibility criteria. GSA has the right to disqualify applicants who fails to submit all the required documents.
- As a result of the interviews, the Selection Board will recommend the most suitable candidate(s) for this post to be placed on a reserve list. The minimum threshold to be placed on the reserve list is 65% of the total points.
- The best ranked candidates will be invited for an interview with the Appointing Authority. The interview will focus on the overall suitability of the candidate for the post covering motivation, relevant technical and behavioural competencies, in line with the selection criteria established in the vacancy notice.
- The Appointing Authority may ultimately decide on the successful candidate to be appointed to the post.
- The established reserve list may also be used for recruitment of similar posts depending on the Agency's needs. Where a similar post becomes available, the Appointing Authority may select applicants from the list according to their profile in relation to the specific requirements of the post to be filled. However, inclusion on the reserve list does not guarantee recruitment.
- If, at any stage of the procedure, it is established that any of the information the candidate provided is incorrect, the candidate in question will be disqualified.

Indicative date for the interview and written test⁹:	February/March 2017
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Candidates are strictly forbidden to make any contact with the Selection Board members, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection procedure.

⁹ The date might be modified depending on the availability of the Selection Board members.



5. 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/gsa/job-opportunities>).

This 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 one single document)
- Named as follows: SURNAME_Name_Vacancy Ref. number (e.g. SPENCER_Marc_GSA.2016.123)

The application will be rejected if it is not duly completed and signed.

Further supporting documents showing evidence of the information given in the application will be requested at a later stage.

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.

Applications sent after the deadline will not be considered.

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 malfunction due to any overflow of the mailbox.

6. APPEAL PROCEDURE

If a candidate considers that he/she has been adversely affected by a particular decision, he/she can

- lodge a complaint 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 candidate is notified of the action adversely affecting him/her.

- submit a judicial appeal under Article 270 of the Treaty on the Functioning of the EU (ex Art. 236 of the EC Treaty) and Article 91 of the Staff Regulations of Officials of the European Communities to the:



European Union Civil Service Tribunal
Boulevard Konrad Adenauer
Luxembourg 2925
LUXEMBOURG

For details of how to submit an appeal, please consult the website of the European Union Civil Service Tribunal: http://curia.europa.eu/jcms/jcms/Jo1_6308/. The time limits for initiating this type of procedure (see Staff Regulations as amended by Council Regulation (EC) No 723/2004 of 22 March 2004, published in Official Journal of the European Union L 124 of 27 April 2004 — <http://eur-lex.europa.eu>) start to run from the time you become aware of the act allegedly prejudicing your interests.

- make a complaint to the European Ombudsman:

European Ombudsman
1 avenue du Président Robert Schuman
CS 30403
67001 Strasbourg Cedex
FRANCE
<http://www.ombudsman.europa.eu>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the EU (ex Art. 236 TEC). Please note also that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.



7. SUMMARY OF CONDITIONS OF EMPLOYMENT

I. FINANCIAL ENTITLEMENTS

The remuneration consists of a basic salary¹⁰ and, where applicable, additional allowances¹¹, paid on a monthly basis and reimbursements¹², paid upon their evidenced occurrence.

The sum of the basic salary and the applicable additional allowances is weighted by the correction coefficient applicable for the location of the post¹³. The sum of usual social deductions from salary at source is subtracted from the weighted amount¹⁴. The full pay is exempted from the national income tax, but is subject to the internal income tax and the solidarity levy¹⁵.

Examples of net monthly salaries (as currently applicable in Prague) are presented below:

AD5 (less than 3 years of work experience) ¹⁶		
a) Minimum final net salary (without any allowances)	b) Final net salary with expatriation allowance	c) Final net salary with expatriation, household and 1 dependent child allowance
2,607.35 EUR	3,134.62 EUR	3,764.01 EUR

II. LEAVE ENTITLEMENTS

Staff is entitled to annual leave of two working days per each complete calendar month of service plus additional days for the grade, age, home leaves for expatriates and an average of 16 GSA public holidays per year.

Special leave is granted for certain circumstances such as marriage, moving, elections, birth or adoption of a child, serious sickness of spouse, etc.

¹⁰ As per Articles 92 and 93 CEOS.

¹¹ **Household allowance** (e.g. if you have a dependent child or you are married and your spouse's income is below a defined threshold); **Dependent child allowance** (e.g. if you have a child under the age of 18 or between 18 and 26, if in specified training programme); **Education allowances** (in very specific cases) or **Payment of the education fees** applicable to the educational institutions GSA has an agreement with (currently more than 17 international schools in the Czech Republic and France); **Expatriation allowance** (16% of the sum of basic salary and other applicable allowances).

¹² If staff member is requested to change the residence in order to take up duties, s/he will be entitled to: **reimbursement of the travel costs**; **temporary daily subsistence allowance** (e.g. EUR 40.43 for up to 10 months or EUR 32.59 for 120 days, if no dependents); **installation allowance** (depending on personal situation, 1 or 2 months of the basic salary – paid upon successful completion of a nine month probationary period).

¹³ Currently **correction coefficients** for the GSA duty locations are: 73.2% for CZ, 113.8% for FR, 141.8% for UK, 108% for NL. The coefficient is updated every year, with retroactive effect from 1 July.

¹⁴ Pension (10.10%); health insurance (1.70%); accident cover (0.10%); unemployment insurance (0.81%).

¹⁵ Currently: income tax: tax levied progressively at a rate of between 8% and 45% of the taxable portion of the salary; solidarity levy: 6%.

¹⁶ Kindly note that the numbers in examples b) and c) are indicative and net monthly remuneration varies depending on the personal, life and social situation of the incumbent. **The various components of the remuneration are updated every year, with retroactive effect from 1 July.**



III. SOCIAL SECURITY

The pension scheme provides a very competitive pension after a minimum of 10 years of service and reaching the pensionable age. Pension rights acquired in one or more national schemes before starting to work at GSA may be transferred into the EU pension system.

GSA's benefits include an attractive Health insurance: staff is covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, accident and occupational disease, and could be entitled to unemployment and to invalidity allowances.

IV. PROFESSIONAL DEVELOPMENT AND BENEFITS CONTRIBUTING TO WORK-LIFE BALANCE

GSA aims at creating and maintaining a supportive and healthy work environment that enables staff members to have balance between work and personal responsibilities, for example through flexible working time arrangements.

GSA also offers a wide range of training courses to develop staff members' personal skills and keep in touch with the latest developments in their field. The training and professional development opportunities are attuned to the career plan and requirements of the departments.

8. COMMITMENT

Declaration of commitment to serve the public interest independently:

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.

The jobholder will be required to carry out his/her duties and conduct him/herself solely with the interests of the European Union 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 European Union.

Commitment to promote equal opportunities:

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.



9. DATA PROTECTION

The personal information GSA requests from candidates will be processed in line with Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF>

The purpose of processing personal data which candidates submit is to manage applications in view of possible pre-selection and recruitment at GSA. All personal data collected will only be used for this purpose 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.

Applicants' documents will only be kept for as long as it is mandatory to fulfil the requirements of existing auditing/control procedures applicable to GSA.

Applicants have a right to access their data. They have a right to update or correct at any time their identification data. On the other hand, data demonstrating compliance with the eligibility and selection criteria may not be updated or corrected after the closing date for the respective selection procedure.

Applicants are entitled to have recourse at any time to the European Data Protection Supervisor (<http://www.edps.europa.eu>; EDPS@edps.europa.eu) if they consider that their rights under Regulation (EC) No 45/2001 have been infringed as a result of the processing of their personal data by the GSA.