



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 establishing a reserve list for:

Public Regulated Services (PRS) Access Officer

(Vacancy Reference Number: GSA/2018/554)

Date of Publication:	09/02/2018	Deadline for applications:	09/03/2018 11:59 a.m. (CET) Extended until: 16/03/2018 11:59 a.m. (CET)
Type of Contract:	Contract Agent	Grade/Function Group:	FG IV
Place of employment¹:	Saint-Germain-en-Laye (France)		
Contract Duration²:	3 years with possibility of renewal	Desired Start Date:	As soon as possible
Organisational Department:	GSMC Department, Operations team	Reporting to³:	GSMC Operations Manager
Number of vacant posts to be filled:	1 post and establishment of a reserve list	Possible reserve list valid until:	31/12/2019 with possibility of extension
Level of security clearance⁴:	SECRET UE/ EU SECRET		

¹ The **place of employment** of the Staff Member shall be at the offices of the Agency in Saint-Germain-en-Laye, France, subject to changes in the interest of the service and always under due consideration of the Staff Member's interests.

² **Three-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.

⁴ The successful candidate must hold a valid **personnel security clearance** at the above defined EU level or to 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.



European
Global Navigation
Satellite Systems
Agency



1. GALILEO AND GALILEO SECURITY MONITORING CENTRE (GSMC)

GALILEO

Galileo is European Union's autonomous Global Navigation Satellite System (GNSS) designed to be interoperable with other existing GNSS systems, in particular the United States Global Positioning System (GPS).

The main services that have already been specified for Galileo are the following:

- Open Service (OS) - provides position and timing signals, free of user charge. Performance will be competitive with, but complementary to, GPS to enable dual constellation use
- Public Regulated Service (PRS) - provides position and timing to specific government-designated users requiring a high continuity of service. Access to this service will be controlled with the encryption of the space signals and use of approved receivers that have the signal decryption keys
- Search and Rescue Services (SAR) - Galileo will improve the time to detection and the accuracy of location of distress beacons over the current Search and Rescue services provided by COSPAS-SARSAT. It will also provide an acknowledgement to the user of receipt of the distress message

GSMC

The GSMC, which forms an integral part of the GSA, will ensure that sensitive information relating to the use of PRS is suitably managed and protected and not exposed to Galileo Control Centres. The GSMC will also allow the GSA to continuously monitor the security-related status and performance of the elements of EGNOS and Galileo and of the operation of the PRS.

The GSMC is an integral part of the Galileo infrastructure. It undertakes the following missions:

- **Galileo security and system status monitoring:** monitoring and taking action regarding security threats, security alerts and operational status regarding systems components
- **Management of PRS access:** the GSMC shall ensure that sensitive information relating to the use of PRS is suitably managed and protected and is not exposed to Galileo Control Centres. The GSMC shall be an interface with governmental entities (through computerised 'Point of Contact Platforms': POCPs) for request of cryptographic keys and with Galileo core components to manage the content of security messages broadcast by Galileo satellites
- **Implementation of Council Decision 496 ("Joint Action") instruction:** in the event of a threat to the security of the European Union or of a Member State arising from the deployment, operation or use of the European Global Navigation Satellite System, in particular as a result of an international situation requiring action by the European Union or in the event of a threat to the operation of the system itself or its services, the Council shall decide on the necessary instructions to the GSA
- **Provide PRS and Galileo security expertise and analysis on request**

More information is available at: <http://www.gsa.europa.eu/security/gsmc>

The GSMC is currently composed of two teams working under the leadership of the Head of GSMC:

- The Operations Team (GSMC/OPS), led by the GSMC Operations Manager. The team's primary missions are to (1) perform continuous security monitoring operations (24 hours, 365 days a year) and (2) to provide PRS access, next to contributing to other GSMC missions
- The Technical Team (GSMC/TEC), led by the GSMC Technical Manager. Its primary tasks are to (1) prepare for, ensure and maintain technical operations support, aiming at providing site hosting and ICT means necessary for the core missions of the GSMC and in support to staff and (2) prepare for, ensure and maintain local security operations support, aiming at protecting EU classified information present on the GSMC site and its assets, in coordination with the GSA Security Department.

GSA Administration staff also provide support to and within the GSMC.

Location:

GSMC building facilities and Galileo-related information technology equipment are located on two sites:

GSMC Master site: located in Saint-Germain-en-Laye, France. The GSMC has a dedicated building and area. The site itself is situated within the military base of "Camps des Loges". The GSMC FR is the main site of the GSMC Operations.

GSMC Backup Site: to be located in Madrid, Spain, following recent Commission Implementing Decision (EU) 2018/115. This new site is planned to be set-up in March 2018, to be able to operate as a back-up centre for the main site by the end of March 2019.

2. TASKS AND RESPONSIBILITIES

The PRS Access Officer reports to the GSMC Operations Manager. The overall purpose of the PRS Access Officer is to ensure the provision of services to the Competent PRS Authorities (CPA) in Member States as part of the overall Galileo PRS provision.

The jobholder's tasks and responsibilities shall in principal include (without limitation) and subject to adjustment by his/her reporting line:

- Ensuring the timely execution of Member States PRS requests and orders
- Ensuring that authorised users are able to access and use PRS in accordance with their needs
- Supervising the PRS status of the Galileo system using dedicated GSMC security tools
- Providing advice to Member States CPAs in the operation of the PRS, including providing advice on how to achieve their goals or in escalating requests to the GSMC analysis team
- Investigating PRS anomalies reported by CPAs according to procedures and their resolution to ensure PRS delivery
- Investigating any degradation of the PRS identified either by the Galileo System or external stakeholders
- Ensuring that the GSMC Service Desk functions are delivered
- Supporting the level 1 maintenance of the Galileo Security Facility (GSF) system



- Supporting the ramping-up of the GSMC PRS operations in terms of operational procedures development and Galileo Security Facility (GSF) equipment validation for the new releases of operational equipment
- During times of crisis, providing advice to EU decision taking bodies on the continuity of the PRS, proposing actions required to maintain the service, supporting Galileo Crisis Management and implementing the instructions issued by the relevant authorities

The jobholder will be required to work as part of a 24/7 shift working roster, when demand for GSMC PRS services requires it, in line with the GSA's shift working policy.

He/she will be required to be trained and certified in his/her operational role and will be required to maintain his/her certification as part of the ongoing duties.

In addition, he/she may be required to participate to an stand-by duty roster in line with the GSA's applicable rules.

Prior to certification and operations, the role will be primarily a normal 'day-time' job contributing to the development of GSMC operations. Until the start of shift operations, the role will ensure the delivery of the initial PRS Service. Further, the jobholder will contribute to the development of GSMC operational procedures and will be expected to contribute to the GSMC operations validation process.

With a view of optimising the usage of resources or in times of crisis, the Staff Member may be required to perform the duties of a Security Incident Handler. To that extent, the required training will be organised by the GSA and the jobholder will need to pass the relevant operational evaluations for both roles in order to remain qualified for the post.

Frequent missions and possible deployment to GSMC Backup Site, and occasional ones to Belgium (Brussels) and Czech Republic (Prague) are foreseen for this post.



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. Have a level of education which corresponds to completed university studies⁵ of at least three years attested by a diploma and appropriate professional experience⁶ of at least one year after obtaining the final diploma
2. Be a national of a Member State of the European Union
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 involved⁷
6. Have a thorough knowledge of one of the languages of the European Union⁸ 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 post⁹

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 Only appropriate professional experience acquired after achieving the minimum qualification stated in A.1 shall be considered. Where additional periods of training and study are accompanied by periods of professional activity, only the latter shall be considered as professional experience. Compulsory military service or equivalent civilian service accomplished after achieving the minimum qualification stated in A.1. shall be taken into consideration. Internships will be taken into consideration, if they are paid. Professional activities pursued part-time shall be calculated pro rata, on the basis of the percentage of full-time hours worked. A given period may be counted only once.

⁷ Prior to the appointment, the successful candidate will be asked to provide a Police certificate confirming the absence of any criminal record.

⁸ 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.

⁹ 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.



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 any of the essential requirements (B.1) will result in 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. Professional experience in ensuring service delivery through the execution of operational procedures / processes, preferably gained in an international environment
- ii. Experience of assisting users in defining needs and reaching set goals their needs and achieve their goals
- iii. Experience in ticketing / troubleshooting of reported anomalies or service degradation within a complex system
- iv. Excellent command of both written and spoken English

2) Advantageous qualifications and experience

- v. Experience and/or knowledge of the institutional framework and functioning of the European Union, in particular with regard to GNSS, security regulations and/or PRS
- vi. Experience in the execution of procedures related to the use or management of cryptographic devices
- vii. Experience in being on-call 24/7 and/or working in shifts
- viii. Previous experience in working with classified information or in national security programmes, preferably holding Personnel Security Clearance at or above the SECRET UE level

3) Behavioural competences

- ix. Motivation
- x. Excellent communication skills
- xi. Sense of confidentiality, professional discretion and integrity
- xii. Customer service mind-set and collaborative approach within the team
- xiii. Ability to manage stress, prioritise and take appropriate and timely decisions

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. The candidates whose



applications rank among the best-qualified in accordance with the selection criteria, may be contacted in order to verify their studies and professional experience and/or other knowledge and competencies as indicated in their application form. This contact is a step in pre-selecting the most suitable candidates. It does not however entitle candidates to be invited for an interview.

- 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 will 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 reserve list will be presented to the Appointing Authority who ultimately may appoint the successful candidate 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 employment.
- 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 test¹⁰:	March/April 2018
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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.

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' 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.2018.123)

¹⁰ The date might be modified depending on the availability of the Selection Board members.



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 salary¹¹ and, where applicable, additional allowances¹², paid on a monthly basis and reimbursements¹³, paid upon their evidenced occurrence.

The jobholders may be entitled to on-shift allowance¹⁴.

The sum of the basic salary and the applicable additional allowances is weighted by the correction coefficient applicable for the location of the post¹⁵. The sum of usual social deductions from salary at source is subtracted from the weighted amount¹⁶. The full pay is exempted from the national income tax, but is subject to the internal income tax and the solidarity levy¹⁷.

Examples of net monthly salaries (as currently applicable in Saint-Germain-en-Laye (France)) are presented below:

FGIV 13 (less than 8 years of work experience after the relevant diploma) ¹⁸		
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
3,297.59 EUR	3,815.02 EUR	4,772.54 EUR

¹¹ As per Articles 92 and 93 CEOS.

¹² **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 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).

¹³ If staff member is requested to change their residence in order to take up the duties, s/he will be entitled to: **reimbursement of the travel costs**; **temporary daily subsistence allowance** (e.g. EUR 39.48 for up to 10 months or EUR 31.83 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 the nine-month probationary period).

¹⁴ The on-shift operators are regularly required to work in three shifts, one of them at night, and including Saturdays, Sundays and public holidays. Therefore operators are entitled to an **on-shift allowance** laid down in Article 56a of the Staff Regulations. The allowance shall be calculated in line with the terms and conditions laid down in Council Regulation No 300/76, as amended by the Regulation 423/2014 of the European Parliament and of the Council. The allowance shall correspond to the amount laid down in the fourth indent of Article 1(1) of that Regulation. This currently amounts to €930.56 per month, subject to correction coefficient.

¹⁵ Currently **correction coefficients** for the GSA duty locations are: 78.3% for CZ, 114.8% for FR, 133.5% for UK, 108.3% for NL. The coefficient is updated every year, with retroactive effect from 1 July.

¹⁶ Pension (10,1%); health insurance (1,70%); accident cover (0,10%); unemployment insurance (0,81%).

¹⁷ Currently: income tax: tax levied progressively at a rate of between 8% and 45% of the taxable portion of the salary; solidarity levy: 6%.

¹⁸ 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.**



FGIV 14 (more than 8 years of work experience after the relevant diploma)¹⁷

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
3,576.37 EUR	4,283.83 EUR	5,264.81 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.

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.