



The Hague, 12 January 2012

File n°: Europol/2012/TA/AD7/066

JOB DESCRIPTION

Name of the Post: **Specialist – System Administrator and Engineer within the ICT Infrastructure & Facilities Unit (C1) – (AD 7)**

Reporting to: **Head of the ICT Infrastructure & Facilities Unit (C1)**

1. Background

Applications are invited for this position at the European Police Office (Europol).¹

Europol is located in The Hague, The Netherlands, and its main tasks are the following:

- a) to collect, store, process, analyse and exchange information and intelligence;
- b) to aid investigations in the Member States, in particular by forwarding all relevant information to the national units;
- c) to ask the competent authorities of the Member States concerned to initiate, conduct or coordinate investigations and to suggest the setting up of joint investigation teams in specific cases;
- d) to provide intelligence and analytical support to Member States in connection with major international events;
- e) to prepare threat assessments, strategic analyses and general situation reports relating to its objective, including organised crime threat assessments.

For more information please visit Europol's website www.europol.europa.eu.

¹ Europol has been established under the Council Decision (EC) No. 2009/371 of 6 April 2009.
Europol Public Information

2. Purpose of the post

The main role of the ICT Infrastructure and Facilities Unit is the implementation, installation and maintenance of all ICT Infrastructure components for Europol, the Member States and third parties as well as the support of all computerized systems at Europol and the administration of ICT assets.

The ICT Infrastructure and Facilities Unit also provides a contact point for services regarding technical enquiries of Member States and Europol staff as well as an interface for facilities management and the coordination and supervision of maintenance, cleaning, construction work and renovations of Europol's premises and buildings.

The successful candidate will work as part of the Data Centre Engineering and Support team within the ICT Infrastructure and Facilities Unit (C1), as a System Administrator and Engineer, in charge of IT engineering and support activities for the Europol data centre and server-side computing and storage infrastructure.

3. Tasks and responsibilities

The main responsibilities include:

- Support, develop, administer, and maintain the servers and data centre infrastructure of Europol, which includes servers, data centre, and storage facilities, as well as server-side middleware and application software, all located in the Europol headquarters;
- Provide third line support for the Europol users and customers for the resolution of incidents and problems related to the servers infrastructure;
- Be responsible for the execution of planned maintenance operations as described by the applicable procedures;
- Be able to supply the installation, technical, support and maintenance documentation;
- Design, implement and maintain operational procedures;
- Monitor, support and maintain server, data centre and critical-environmental infrastructure within Europol;
- Develop administrative procedures for recurring system administration activities;
- Investigate technical possibilities and new solutions in answer to requests from management and customers;
- Support in the design, deployment and configuration of new server-side solutions, providing engineering and implementation support;
- Participate in activities related to the procurement of IT equipment, hardware and software;
- Provide on-call technical support as part of the team on-call rota;
- Manage consultants working on the systems in the area of responsibilities;
- Any other duties in the area of competence as assigned by the Head of Unit.

This position might require participation in a shift system including weekends and nights as well as participation in on-call duty.

4. Requirements

4.1 Eligibility criteria:

a. Candidates must

- Be a national of one of the Member States of the European Union and enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by the applicable laws on military service;
- Produce appropriate character references as to the suitability for the performance of the duties;
- Be physically fit to perform the duties pertaining to the position;²
- Produce evidence of a 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 the duties.

b. Candidates must have

- A level of education which corresponds to completed university studies, preferably in the area of Computer Science or Information Technology attested by a diploma when the normal period of university education is 4 years or more;

OR

A level of education which corresponds to completed university studies, preferably in the area of Computer Science attested by a diploma and appropriate professional experience of at least 1 year when the normal period of university education is at least 3 years.

- **In addition** to the above at least **6** years of relevant professional work experience gained in the area of ICT after the award of the diploma.

4.2 Selection criteria:

a. Professional experience:

Essential:

- At least 3 years of system administration experience on Microsoft-oriented infrastructure;
- Experience with J2EE technology, in particular applications servers configuration and maintenance;
- Maintenance of Microsoft Server operation system, and core Microsoft server-side services such as Active Directory, Exchange Server and Sharepoint;
- Experience with LDAP technologies including troubleshooting experience in LDAP environments.

² Prior to appointment the successful candidate will be medically examined by one of the institution's medical officers in order that the institution may be satisfied that the candidate fulfils the requirements of Article 12(2)(d) CEOS

Desirable:

- Work experience with SAN and thin clients/central computing implementation environments;
- Work experience with Novell eDirectory and Novell Identity Management Solution;
- Work experience with Microsoft IIS;
- Administration of Microsoft server clusters;
- Work experience with the IBM Websphere application server;
- Work experience in a multi-disciplinary, multi-cultural environment;
- Experience in general scripting (for administrative tasks);
- Work experience with Content and Text Analytics products.

b. Professional knowledge:

Essential:

- Deep knowledge of hardware for servers: SCSI, RAID;
- Proven knowledge of deployment and maintenance of Microsoft Windows server-side OS, middleware and applications;
- Expertise in the configuration, administration and support of Microsoft Active Directory, Microsoft Exchange and Microsoft SQL Services;
- Good knowledge of monitoring systems, software distribution tools, secure remote system administration tools and utilities;
- Knowledge in the management and the configuration of File and Print Services;
- General knowledge of Storage Networks, backup infrastructures, related technologies and corresponding procedures;
- General broad knowledge of all main IT infrastructure components in a complex environment (including network fundamentals).

Desirable:

- Holding relevant Microsoft certification credentials;
- Knowledge of server virtualization technology;
- Knowledge of Novell eDirectory;
- Knowledge of server management tools, ISA, SQL;
- Knowledge of business continuity and disaster recovery approaches and techniques;
- Knowledge of Microsoft BizTalk and Microsoft SharePoint Server;
- Knowledge of document management systems;
- Knowledge of Linux based operating systems.

c. Technical skills and competencies:

Essential:

- Excellent communication skills in English, both orally and in writing;
- Strong analytical and problem solving skills including the ability to anticipate potential problems, determine and implement solution;
- Excellent organizational skills with the ability to organize, plan and track assignments for other's work;
- Execution-focused approach with strong project execution skills and familiarity with project management terminology, methodology.

d. Social skills and competencies:

Essential:

- Excellent interpersonal skills with the ability to work well under pressure, both independently and in a team;
- High level of customer-orientation;
- Strong interpersonal skills and ability to establish and maintain effective working relations with co-workers in an international and multi-disciplinary work environment;
- High degree of commitment and flexibility.

5. Selection procedure

The Contracting Authority sets up a Selection Committee which consists of at least three members, one from the Human Resources Unit of Europol, one from the concerned Unit or Department and one designated by the Staff Committee.

For **non-restricted** posts the Contracting Authority may designate up to two additional members to the Selection Committee on a proposal from the Management Board, either from another service of Europol, from outside Europol or from outside the community institutions including Member States.

For **restricted posts** the Selection Committee may also include up to two additional members designated by the Contracting Authority on a proposal from the Management Board. The additional member(s) will be either a representative from the Presidency or a representative from the Presidency and one from another Member State.

The Selection Committee determines candidates' suitability for the position by assessing their skills, experience and qualifications against the established job profile and makes an initial selection from the applications received.

Shortlisted applicants are invited to participate in a post-related selection procedure, generally consisting of written and/or practical tests and competency-based interviews.

The Contracting Authority makes a decision of appointment on the basis of advice from the Selection Committee. He will inform the Committee of his decision. All candidates who attend the selection procedure will be informed of the outcome.

Candidates who attended a selection procedure may request feedback on their performance of the written test and interview within three months after the selection procedure. Europol will not be in a position to respond to feedback inquiries received outside this time frame.

The Selection Committee's work and deliberations are confidential. It is forbidden for candidates to make direct or indirect contact with the members of the Selection Committee or for anyone to do so on their behalf. All enquiries or requests for information or documentation in relation to the competition should be addressed to the Europol Recruitment Office.

6. Salary

Scale: AD7

The basic monthly salary is **EUR 5,568.11** (step 1) or **EUR 5,802.09** (step 2).

The step in grade is determined on the basis of professional experience gained after the education required for the position and in line with applicable implementing rules.

In addition, if applicable, allowances such as expatriation allowance, household allowance, dependent child and education allowance may be granted.

Europol offers a comprehensive welfare package comprising additional benefits such as medical insurance, unemployment and invalidity allowance as well as a pension scheme.

Salaries are subject to a community tax but exempt from national taxation.

7. Terms and conditions

7.1 Probation period

Engagement for this position is subject to the successful completion of a probationary period of 6 months. Within this period the successful candidate will have to undergo a post-related security screening.

Europol reserves the right to terminate the contract of employment during or at the end of the probation period in accordance with Article 14 of CEOS.

7.2 Security screening and certificate of good conduct

In order to ensure that all candidates who have successfully passed a selection procedure comply with the security standards and do not have a criminal record we request all successful candidates to apply for a national "certificate of good conduct" at the time an offer of employment is made.

The certificate of good conduct provides evidence that the candidate is suitable to be employed by Europol. However, the national certificate of good conduct **does not substitute a full security clearance that must be carried out for all Europol staff in accordance with the clearance level determined for the position.**

7.3 Contract of employment

The successful candidate will be recruited as **Temporary Agent AD7** pursuant to Article 2 (a) of CEOS, for a period of 5 years. The contract may be renewed.

The place of employment will be The Hague, The Netherlands.

For further information on terms and conditions please consult the EC Staff Regulations which are available on Europol's website.

8. Data protection

The data submitted is processed in order to assess the suitability of candidates for a position at Europol. All personal data collected for the purpose of the selection procedure will only be used within this specific context and will not be disclosed to any third party, except for restricted posts in which the application may be transmitted to the National Unit and the respective Liaison Bureau.

Any data provided will be treated in strict confidence and in full compliance with all applicable data protection rules. The legal basis for the processing of personal data are the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Communities (Title III Chapter 1) and their implementing rules.

All documents provided to Europol will be kept in Europol's files and will not be returned to the candidate. Applications of non-recruited candidates will be kept for a maximum of two years. Data of non-recruited applicants on the reserve list for appointment will be kept for a maximum of two years after the expiry of the reserve list. Data of recruited candidates will be transferred to their personal file.

The Head of Unit of the Human Resources Unit is responsible for the data processing operation. Candidates have the right to access, rectify, block and erase their personal data in accordance with the applicable data protection rules.

Candidates have the right of recourse to the Europol Data Protection Office (Data Protection Office - PO Box 90850, 2509 LW The Hague, The Netherlands) and the Joint Supervisory Body (www.europoljsb.consilium.europa.eu). Applications sent to the DPO or JSB will not be processed and deleted.

9. Additional information

9.1 Main dates

Deadline for application: 23 February 2012
Recruitment procedure: March 2012
Starting date of employment: as soon as possible

9.2 Application process and selection procedure

Please refer to the EUROPOL RECRUITMENT GUIDELINES available on Europol's website www.europol.europa.eu for further details on the application process and the selection procedure.

9.3 Contact Details

For further details on the application process please call +31 (0) 70 302 5075 or +31 (0) 70 302 5298.