



JOB DESCRIPTION

Name of the post: **Technical Assistant Service Desk with the
ICT Infrastructure and Facilities Unit (C1)
Contract Agent (FGIII) – 2 posts**

Reporting to: **Senior Specialist Service Desk with the ICT
Infrastructure and Facilities Unit
Head of Unit ICT Infrastructure & Facilities**

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.

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2. Purpose of the post

The Europol ICT Infrastructure and Facilities Unit ensures that ICT and facility services are supplied in accordance with organisational needs for some 650 users within the Europol headquarters and users within the Europol National Units in the 27 Member States and other partners. The goal of the Unit is to supply reliable and flexible ICT services 24 hours a day, 7 days a week.

The core activities and responsibilities of the Technical Assistant Service Desk focus on the handling of support calls of the tasks related to the incident and request management and on the preparation, deployment, and support of computing equipment for the end-users.

The job is diverse and might require working in shifts within a 24/7 environment. It includes remote and onsite approaches in regards to troubleshooting. Occasional international travel might be required as well.

3. Tasks and responsibilities

The successful applicant will have to carry out the following main duties:

- Receive, assess, log, monitor and follow up on user requests for assistance in regards to ICT and facility support;
- Evaluate users' problems and perform activities necessary for the immediate short-term resolution or escalation of incidents and service requests;
- Install and configure remotely or through onsite visits software, following IT policies;
- Assist in the maintenance of the hardware and software IT inventory and of related documentation;
- Support the provision of IT supplies;
- Create and manage IT user accounts in accordance with policies and procedures;
- Prepare, deploy, maintain and troubleshoot fixed-location and mobile end-user computing equipment (desktops, laptops, fixed phones, smart phones, wireless equipment, tablet computers printers, scanners, faxes, beamers, other meeting room equipment);
- Point of contact for general enquiries including mail services, business cards and office supplies;
- Handling tasks related to problem management, including the maintenance of the service desk knowledge database;
- Contribute to the definition and improvement of procedures related to the work of the Service Desk;
- Perform any other task in the area of competence, as assigned by the Head of Unit.

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 Union and a satisfactory knowledge of another language of the Union to the extent necessary for the performance of the duties.

b. Candidates must have

- Possess a level of post-secondary education attested by a diploma;³

OR

Possess a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least 3 years;

OR

Professional training or professional experience of an equivalent level in a relevant area (e.g. Business Administration School) and after having completed the training, at least the number of years of relevant professional experience indicated in the table below:

Table 1:

| Duration of professional training | Professional experience |
|--|--------------------------------|
| More than 6 months and up to 1 year | 3 years |
| More than 1 year and up to 2 years | 2 years |
| More than 2 years | 1 year |

4.2 Selection criteria:

a. Professional experience:

Essential:

- In addition to the 4.1b requirement 3 years of relevant professional work experience, gained after the award of the diploma;
- Experience in an IT Helpdesk and Service Desk environment;

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 82(3)(d) Conditions of Employment of Other Servants of the European Union

³ When the official duration of the course is **less than 3 years** the difference shall be deducted from professional experience in accordance with Table 1

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- Experience in working in a multicultural, multidisciplinary environment.

Desirable:

- Experience in working with a workflow management or call tracking software (preferably "VMWare Service manager").

b. Professional knowledge:

Essential:

- Sound knowledge of Information Technology, especially in the field of desktop applications and desktop PC technology;
- Knowledge of Incident Management and/or Configuration Management processes according to ITIL best practices.

Desirable

- ITIL 3 Certification (foundation level).

c. Technical skills and competencies:

Essential:

- Excellent communications skills in English, both verbally and in writing;
- Knowledge (MCITP Level) of Microsoft Windows XP, Windows 7, Active Directory and IP based networking technology;
- Knowledge of the Microsoft Office Suite 2003 - 2010, including e-mail, networking, and browser-based applications.

Desirable:

- Knowledge of Altiris;
- Client Imaging technology;
- Knowledge of Blackberry Business Solutions;
- Knowledge of Tablet Computers (Apple or android based);
- Knowledge of Audio & Video equipment and technology such as Conference Systems, Digital Signboards, Teleconference Systems.

d. Social skills and competencies:

Essential:

- Tact, discretion with a polite and customer focused approach;
- A strong problem-solving orientation and a high level of flexibility;
- Resilience and stamina to sustain the performance when under pressure from a high volume of work and conflicting priorities;

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- Ability to communicate information effectively both verbally and in writing to a wide range of internal and external stakeholders;
- Excellent organisational skills including the ability to plan own work load, exercise initiative and work independently;
- Technical aptitude - ability to learn new tools, processes and software with minimal direction.

5. Selection procedure

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

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

The successful candidate will be engaged in Function Group FGIII, grade 8 (EUR **2 457, 08**), grade 9 (EUR **2 780, 03**) or grade 10 (EUR **3 145, 43**), subject to years of professional experience.

In line with applicable implementing rules the professional experience gained after the education required for the grades above is as follows:

| Grade | Proven professional experience |
|-------|--------------------------------|
| 8 | Up to 7 years |
| 9 | More than 7 years |
| 10 | More than 15 years |

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

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

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

7. Terms and conditions

7.1 Probation period

Engagement at Europol is subject to the successful completion of a probationary period of **9** months. Within the above 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 Title IV, Article 84 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

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 "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 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 **Contract Agent in Function Group III** pursuant to Article 3a of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union, for a period of **2 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 Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union which are available on Europol's website www.europol.europa.eu.

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.

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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 Union (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: | 18 January 2012 |
| Recruitment procedure: | January-February 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) 70 353 1467 or +31 (0) 70 302 5298.