



The Hague, 08 September 2015  
Reg. n°: Europol/2015/TA/AD6/216

## VACANCY NOTICE

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**Name of the post:** Specialist – Network & Voice Engineer,  
Temporary Agent (AD6) - 1 post

**Reporting to:** Senior Specialist with the ICT Operations  
Business Manager of the ICT Operations

### 1. About Europol

Applications are invited for this position at the European Police Office (Europol).<sup>1</sup>  
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](http://www.europol.europa.eu).

**Europol applies a policy of equal opportunity for men and women and accepts applications without distinction on ground of sex, race colour, ethnic or social origin, genetic characteristics, and language, religious, political or other convictions and opinions, financial situation, disability, age sexual orientation, marital status or family situation. Applications from female candidates are particularly encouraged. Employment at Europol is open to nationals of the EU Member States. There is no national quota system in operation but Europol is required to strive for a broad range of nationalities in order to keep a well balanced geographical distribution among its staff members.**

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

## 2. Background and the main purpose of the post

The ICT Business Area has the responsibility for developing and operating critical ICT solutions and capabilities supporting the core mission and support processes of Europol. Over 120 internal staff members and a significant number of domain-specific consultants are responsible for developing, delivering and maintaining information management and communication technology capabilities that ensure enhanced criminal information exchange among Europol, Member States and third parties.

The ICT Operations Group design, implement, operate and maintain all ICT Infrastructure components for Europol, the Member States and third parties as well as the operations & support of all Europol systems. The Group is comprised of several functional teams (e.g. Engineering, Application & Infrastructure Operations, ITOC, Service Management, and Workplace Services) together with an Embedded Security Team that spans across functional teams in a matrix fashion.

Under the supervision of a Team Leader within the IT Infrastructure Operations, the successful candidate will be responsible for the implementation, maintenance and support of the IT Network and Voice Infrastructure.

In his/her functional role, (s)he will be in charge of planning and coordinating the installation of network and voice components in the Europol HQ, as well as in its European and Non-European member states and Third-Parties, liaising with external suppliers and internal ICT resources.

Support, administer, and maintain the network and telecommunication infrastructure of Europol, which includes Wide and Local Area Networks, VoIP, Wireless, Internet access and secure video conferencing and mobile access capabilities.

## 3. Tasks and responsibilities

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

- Be responsible for the planning, coordination and execution of migration and installation activities related to network and voice infrastructure in the Europol HQ and connected Member States and 3<sup>rd</sup> Party Organisations;
- Perform troubleshooting of network and voice related problems;
- Be responsible for the requirements gathering for acquisition of network and voice components and services, as well for the verification of their installation, the delivery of contracted services and life-cycle management;
- Liaise with ICT engineers, vendors, contract managers and procurement in order to ensure the acquisition of cost-effective products and services;
- Plan and execute implementation and maintenance operations as described by the applicable Release and Change management procedures;
- Develop and maintain sufficient knowledge about the interdependencies of all infrastructure components deployed in the production environment in order to be effective at identifying and diagnosing incidents and problems affecting availability, stability, performance or capacity of the systems;

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- Deliver awareness to other support engineers for recurring system administration activities and provide installation, technical support and maintenance documentation where required;
- Deliver 2<sup>nd</sup> line support and maintain the Telephony & Network infrastructure of Europol, including production and preproduction environments;
- Perform any other related tasks assigned by the Line Manager of the ICT Infrastructure Operations Group.

**This position may require travelling within Europe and overseas and 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 his or her suitability for the performance of the duties;
- Be physically fit to perform the duties pertaining to the position;<sup>2</sup>
- 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

- Possess a level of education which corresponds to completed university studies attested by a diploma in the area of Computer Science or Information Technology when the normal period of university education is at least 3 years;
- **In addition** to the above at least 3 years of work experience gained following the award of the diploma.

#### 4.2 Selection criteria:

##### a. Professional experience:

##### Essential:

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<sup>2</sup> 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

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- At least 5 years of relevant professional work experience in the area of planning, implementation and life-cycle maintenance of ICT network infrastructures;
- Experience with installation and support of voice and network communication systems including LAN/WAN, VOIP and wireless technologies;
- Experience with implementing, configuring, maintaining and troubleshooting devices/platforms in the following areas:
  - Cisco Networking (Catalyst);
  - Cisco Data Centre Networking (Nexus);
  - Cisco Wireless technology;
- Experience with vendors defining requirements for implementation and support of network systems and services;
- Experience with defining maintenance and support procedures applicable for monitoring and troubleshooting of network and voice related incidents.

### **Desirable:**

- Experience in working with Cisco Unified Communication (CUCM, Unity, UCCX, Videoconferencing);
- Experience with other platforms such as Microsoft Active Directory, VMware, Citrix, SAN and mobile access technologies;
- Experience with Firewalls;
- Experience in working in an international and multidisciplinary work environment.

## **b. Professional knowledge:**

### **Essential:**

- Knowledge of ICT Operations, procedures and problem/incident resolution processes;
- Deep knowledge of TCP/IP based networks;
- Understanding of networking concepts and systems including Routing and Switching, WAN/LAN, VOIP, WLAN;
- Knowledge of Cisco platforms (Catalyst, Nexus, Wireless);
- Certification at CCNP Routing and switching level;
- Knowledge of Cisco Networking Platforms and in particular the Cisco Nexus Platform;
- Knowledge of Virtual Private Networks.

### **Desirable:**

- Certification at CCNP Voice level;
- ITIL certification.

### **c. Technical skills and competencies:**

#### **Essential:**

- Excellent communication skills in English (both orally and in writing),
- Understanding of infrastructure concepts and technology and their impact on clients and services related to the business;
- Effective oral and written communication and technical documentation skills;
- Good analytical skills in order to manage complex issues and to define action plans including the management of priorities;
- Good negotiation and organisational skills.

#### **Desirable:**

- Proficient use of ICT applications in general and Microsoft Office applications, particularly MS Word, Visio and Excel.

### **d. Social skills and competencies:**

#### **Essential:**

- Excellent interpersonal skills, including the ability to effectively liaise with other groups and teams;
- Tact, discretion with a customer focused approach;
- Strong can-do attitude including the natural inclination to proactively detect issues and to take ownership to drive resolution;
- A high level of capability to organise and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- Ability to function both as an independent professional as well as a member of a team.

## 5. Selection procedure<sup>3</sup>

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.

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.

The Selection Committee will invite the 5 highest scoring candidates (short-listed). All candidates having a score equal to the 5<sup>th</sup> highest scoring candidate will be included to the list of invited candidates.

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: AD6

The basic monthly salary is EUR **4.960,64** (step 1) or EUR **5.169,10** (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.

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<sup>3</sup> Detailed information on the selection procedure, including the appeal procedure is available in the Europol Recruitment Guidelines, on Europol's website.

## 7. Terms and conditions

### 7.1 Probation period

Engagement for this position is subject to the successful completion of a probationary period of 9 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

All candidates who have successfully passed a selection procedure are required to apply for a national "certificate of good conduct" at the time an offer of employment is made. The "certificate of good conduct" must be provided to Europol prior the signature of the employment contract. In case of unfavourable entries in the "Certificate of good conduct" Europol reserves the right not to award an employment contract.

However, the national certificate of good conduct does not substitute a valid full Personal Security Clearance Certificate (PSCC) that must be obtained for all Europol staff at the level indicated in the Job Description. A PSCC is a certificate issued by a competent authority establishing that an individual is security cleared. It contains: the level of clearance; the date of issuance and the date of expiry. Failure to obtain the requisite security clearance before the expiration of the probationary period may be cause for termination of employment contract.

The requested level of Security Clearance for this post is: **SECRET UE/EU SECRET.**

### 7.3 Contract of employment

The successful candidate will be recruited as Temporary Agent AD 6 pursuant to Article 2 (f) of CEOS, for a period of 5 years<sup>4</sup> (full-time – 40 hours a week).

The contract may be renewed once for a period of 4 years. Only in highly exceptional cases, Europol grants third contracts of an indefinite nature.

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 [www.europol.europa.eu](http://www.europol.europa.eu).

## 8. Data protection

The data submitted are 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 as part of the application process. Any data

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<sup>4</sup> For the internal candidates, the duration of the current contract will be taken into account in the total duration of the contract.

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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 is 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 applicants added to the reserve list 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 the Administration Business Area 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](#).

## 9. Additional information

### 9.1 Main dates

Deadline for application: 23 October 2015

### 9.2 Application process and selection procedure

Please refer to the EUROPOL RECRUITMENT GUIDELINES available on Europol's website [www.europol.europa.eu](http://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 1583 or +31 (0) 70 302 5075.