



The Hague, 16 June 2015

Reg. n°: Europol/2015/TA/AD8/199

## VACANCY NOTICE

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**Name of the Post:** Senior Specialist - Workplace Services - in the ICT Business Area within Europol (AD8)

**Reporting to:** Business Manager 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 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 designs, implements, operates and maintains 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 Service Desk) together with an Embedded Security Team that spans across functional teams in a matrix fashion.

Within the ICT Operations group, the Workplace Services team is responsible for all user related devices, software and solutions. Both in a proactive way of managing ICT Solutions as well as in a more reactive way by handling tickets on customer request.

The successful candidate will be manage Workplace Services.

## 3. Tasks and responsibilities

Europol ICT has an inherently high degree of sophistication stemming from the complexity of the business and therefore the infrastructure includes state of the art technologies and enterprise-grade features such as fully virtualised data centre, high availability, geographically distributed disaster recovery, 24/7 enterprise monitoring.

The Senior Specialist Workplace Services within the ICT Operations Group oversees the following areas:

1. Mobility (e.g. Corporate phones, mobile workplaces);
2. Installation and maintenance of Desktop solutions and client devices (e.g. PC's, Laptops, printers);
3. Software solutions running on user devices;
4. Packaging of Software Solutions;
5. Imaging of Operating systems and related Software Solutions in close cooperation with the Engineering team;
6. Deployment of Software Solutions to user devices;
7. End-to-end operation and maintenance of user related Software Solutions and devices.

His/her responsibilities include:

### General management responsibilities

- Supervision of staff members and external consultants in the group, including recruitments, assessments and general staff development;
- Reporting on outcomes and performance, including definition of suitable KPIs;

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- Liaising with other Organisation's functions (e.g. Security, Facility Management, Engineering and Infrastructure / Applications Operations) to ensure quality according to the Service Catalogue;
- Oversight of correct and timely execution of administrative processes and procedures in compliance with corporate policies and standards.

### Specific responsibilities

- Coordinate and monitor the work of the Workplace Services team including setting of objectives and conducting performance assessments;
- Management of incidents and requests (calls) related to Workplace Services in order to meet the quality and delivery times as stated in the SLA / Service Catalogue, from identification to resolution and notification and through appropriate assignment of tasks to the relevant operational teams, proactive monitoring of progress and maintenance of adequate tracing of cases;
- Analyse and if necessary modify internal processes and procedures in order to improve efficiency and quality of service;
- Report on activities and results by providing necessary KPI's, critical incidents notification, customer satisfaction survey and periodical Workplace Services performance;
- Guard and improve the efficiency of the Workplace Services team by proper planning and assignments of tasks, as well as making sure the ICT knowledge and skills of the employees in Workplace Services is at the necessary level;
- Plan shifts of staff in order to cover defined service hours;
- Any other duties in the area of competence as assigned by the Business Manager Operations.

**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 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.

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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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### 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 four years or more;

#### OR

- A level of education which corresponds to completed university studies, preferably in the area of Computer Science or Information Technology attested by a diploma and appropriate experience of at least one year when the normal period of university education is three years;

**In addition** to the above at least **9 years** of professional work experience gained following the award of the diploma.

## 4.2 Selection criteria:

### a. Professional experience

#### Essential:

- At least 9 years of relevant IT experience, please provide in your application form the following information on your current and previous jobs:
  1. Scope of responsibilities;
  2. Number/level of people supervised;
  3. Budget managed;
  4. Your reporting line within the organisation.
- Documentable experience of working in Workplace Services (or similar) within a complex organisation with a diverse customer base of several hundred;
- Experience on supervising personnel;
- Experience of defining and executing incident management processes.

#### Desirable:

- Experience in environments operating the following technologies, e.g.:
  - OS: Microsoft Windows;
  - E-mail: MS Exchange;
  - Security technologies.
- Public sector ICT security experience;
- Experience of working in an international, multidisciplinary work environment;
- Working experience and knowledge of technologies and implementations towards
  - VoIP;
  - Citrix;
  - VDI;

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- Networking;
- Telecommunication systems;
- MS Office suite.

### **b. Professional knowledge:**

#### **Essential:**

- Knowledge of ITIL and of its fundamental processes, in particular Incident, Problem and Change management;
- Knowledge of technologies and implementations towards
  - Desktop solutions;
  - Packaging and Imaging;
  - Printing;
  - Software Deployment;
- Knowledge of the MS Windows client OS;
- Knowledge of Active Directory, Microsoft Networking and Systems Administration;
- Knowledge of information security fundamentals and experience in their implications on the organisation of ICT operational processes;
- Knowledge of the main infrastructure components, networks and communication.

#### **Desirable:**

- ITIL certification;
- Certificates in the area of information security like CISSP.

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

#### **Essential:**

- Excellent communication skills in English, both verbally and in writing with the ability to adapt to various technical and non-technical audiences and needs;
- Excellent organizational skills including the ability to plan own work load and exercise initiative;
- Structured approach to work aimed at getting results;
- Ability to plan, supervise and implement complicated ICT deployments;
- Professional credibility and integrity;
- Ability to analyze technical problems and provide practical solutions.

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### e. Social skills and competencies:

#### Essential:

- Ability to remain focused and calm under pressure and to handle a heavy work load;
- High level of customer and service-orientation;
- Excellent interpersonal skills with the ability to work well under pressure, both independently and in a team;
- Ability to manage a diverse team including the ability to motivate staff, effectively plan and monitor the work of other staff members and to provide guidance;
- Ability to work effectively in an international and multi-cultural environment;
- High degree of commitment and flexibility.

## 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.

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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.

## 6. Salary

### Scale: AD8

The basic monthly salary is EUR **6350.35** (step 1) or EUR **6617.20**(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 managerial allowance, expatriation allowance, household allowance, dependent child allowance and education 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 **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 EU SECRET.**

### 7.3 Contract of employment

The successful candidate will be recruited as **Temporary Agent AD8** pursuant to Article 2 (f) of CEOS, for a period of 5 years<sup>4</sup> (full-time – 40 hours a week).

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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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The contract may be renewed 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 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 bases 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 Administration 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](http://www.europoljsb.consilium.europa.eu)).

### 9. Additional Information

#### 9.1 Main dates:

Deadline for application: 30 September 2015

Recruitment procedure: to be determined

Starting date of employment: as soon as possible

#### 9.2 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.



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### 9.3 Contact Details

For further details on the application process please call +31 (0) 70 353 1583 or +31 (0) 70 353 1628.