

VACANCY NOTICE

Name of the Post: Senior Specialist - ICT Service Manager (AD8), within the ICT Business Area, ICT Operations Group, Service Management Team of Europol

Reporting to: Business Manager ICT Operations

1. About Europol

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.

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.

¹ Europol has been established under the Council Decision (EC) No. 2009/371 of 6 April 2009.
EDOC#689543

2. Background and main purpose of the post

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

The ICT Operations Group also provides a contact point for services regarding technical enquiries of Member States and Europol staff.

The ICT Operations Group is comprised of several functional teams (i.e. Infrastructure Engineering, Infrastructure Operations, Application Operations, ITOC, Service Management, and Service Desk) together with an Embedded Security Team that spans across functional teams in a matrix fashion.

The successful candidate will:

- Be part of the ICT Operations Group – Service Management Team within the ICT Business Area
- Act as leader of the ICT Service Management team
- Be responsible for the whole spectrum of ICT Service Management activities.

3. Tasks and responsibilities

In the recent reorganisation the ICT Service Management team has acquired a central role in redefining and streamlining the core processes within Europol's ICT. The Team Leader is in charge of developing a target vision for ICT service management; articulate it to upper management, to the ICT Organization and to business counterparts; driving its execution.

The role demands an ambitious and self-confident attitude to guarantee service implementation and ultimately drive the execution of the devised vision, adapting it over time to the changes in the Organisation as required.

These aspects require a strong drive, leadership, facilitation, negotiation and conflict resolution skills.

In the daily duties the successful applicant will have to carry out the following activities:

Tasks and responsibilities:

Service Delivery Coordination

- Plan and coordinate the operational deployment of new, and decommission of existing, ICT products and services;
- Ensure that the Service Management team develops and undertakes the full ownership of the functions and processes required for managing and operating the ICT services over their entire lifecycle.
- Revise, monitor and continuously improve the service delivery processes, ensuring proper alignment of the ICT organisation's capacity and competency, transforming resources into valuable ICT services to Europol customers;
- Manage and coordinate internal projects in the area of ICT Service Management;

Europol Public Information

- Develop (as needed) and execute the Operational Readiness & Acceptance processes, ensuring appropriate and timely engagement of all required Engineering and QA teams;
- Support and contribute to the development (as needed) and execution of service quality assurance activities across Engineering and Operational teams;
- Support and foster knowledge gathering and sharing initiatives across Operational teams

ICT Operations Planning and Coordination

- Maintain the overall, integrated release, change and service implementation plan;
- Identify and address, in conjunction with the other team leads, any potential resourcing and planning conflict;
- Ensure the appropriate awareness of new product releases and SLA requirements across all operational teams;
- Reconcile team availability and projects' needs;
- Define and agree operational level agreements with the individual operational teams in line with defined SLA's;
- Contribute to work plan preparations and updates;
- Contribute to ICT product and service costing approach;

Service Management Enablement

- Envision, develop and maintain the service strategy, the service design, service transition and service operation lifecycle;
- Develop a continual service improvement process and coordinate the implementation of related initiatives;
- Product Management and Support of Service Management Tools;
- Define and implement Service Management Processes and Procedures;
- Engage with solution development and engineering teams from the early stages of planning to agree on operational characteristics and requirements of the planned new releases, assess their operational impact, and coordinate all activities required by the operational teams for the successful deployment into operations, including the detailed planning and scheduling of release implementation tasks;
- Support the definition, implementation and evolution of the ITIL processes within Europol, including support tooling;
- With the aid of a dedicated expert staff member, organise and facilitate end-to-end security management within ICT operations, maintaining current the operational risk profile, promoting and following remediation actions, defining and monitoring the execution of operational security procedures;
- With the aid of a dedicated expert staff member, maintain the ICT service continuity and disaster recovery plans, and ensure readiness by regular tests and exercises.

Service Level Management

- Develop, negotiate and maintain Service Level Agreements (SLA) in cooperation with business counterparts;
- Develop (as needed) and maintain the Service Monitoring and Reporting capabilities

Europol Public Information

- Execute the appropriate monitoring and reporting of SLA's and service execution activities, ensuring appropriate and timely dissemination of information across operational teams and other stakeholders;
- Consolidate the service management reports received from all Operations teams;
- Communicate with internal and external users, suppliers and stakeholders.

Team Management and Coordination

- Coordinate the overall team activities;
- Manage staff performance and development;
- Develop ICT and service management operational and strategic objectives;
- Perform any other tasks in the area of competence as assigned by the line management.

This position might require 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;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:

- 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 or Information Technology attested by a diploma and appropriate professional experience of at least 1 year when the normal period of university education is 3 years.

OR

The following professional certification of an equivalent level in a relevant area ITIL v2 Service Manager..

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

Europol Public Information

- **In addition** to the above at least **9** years of professional work experience **after** the award of the diploma or first relevant certificate.

4.2 Selection criteria:

a. Professional experience:

Essential:

- At least 5 years of working experience in large ICT environments, performing as Service Manager;
- Working experience in an ICT Service Management position involving developing and leading the implementation of ICT service strategy;
- Working experience in on a key position responsible for defining and negotiating SLA/OLA;
- Experience in process and policy design, conducting reviews and leading process improvement programmes;
- Managerial experience, preferably working in a matrix organisation.

Desirable:

- Experience working in multinational environment;
- Experience of common information security safeguards;
- Experience in the area of configuration, support, and maintenance of highly virtualised Data Centre.

b. Professional knowledge:

Essential:

- Good knowledge of ICT service management process design and deployment, preferably based on ITIL;
- Good knowledge of ITIL Service Strategy, Design, Transition, Operations and Continual Service Improvement across the entire service lifecycle;
- Knowledge of IT process frameworks and supporting roles and tools, especially related to service design, change and release management;
- Working knowledge of key information security and business continuity management principles, key processes and operational procedures;
- Knowledge of the main IT infrastructure components in a complex environment.

Desirable:

- Knowledge of project management techniques and methods
- Knowledge of EU security standards and regulations;
- ITIL certification.

c. Technical skills and competencies:

Europol Public Information

Essential:

- Excellent communication skills in English, both orally and in writing; this must include ability to write quality structured documentation and ability to articulate and present it to upper management
- Strong analytical and problem solving skills including the ability to anticipate potential problems, determine and implement solutions;
- Excellent organizational skills with the ability to organize, plan and track assignments for consultant's work.

d. Social skills and competencies:

Essential:

- Self confidence, outspoken attitude, strong leadership, facilitation, negotiation and conflict resolution skills;
- Demonstrated customer focus and business insight, political acumen, sufficient to foster effective relations and build consensus with diverse stakeholders;
- 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, provide guidance and set direction;
- 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 procedure³

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.

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.

³ Detailed information on the selection procedure, including the appeal procedure is available in the Europol Recruitment Guidelines, on Europol's website.
EDOC#689543

Europol Public Information

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: AD8

The basic monthly salary is EUR **6.299,95** (step 1) or EUR **6.564,69** (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 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: **CONFIDENTIAL UE/EU CONFIDENTIAL.**

Europol Public Information

7.3 Contract of employment

The successful candidate will be recruited as **Temporary Agent AD 8** pursuant to Article 2 (a) of CEOS, for a period of 5 years⁴ (full-time – 40 hours a week).

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 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).

9. Additional Information

9.1 Main dates:

Deadline for application: **20 January 2014**

Recruitment procedure: March 2014

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 for further details on the application process and the selection procedure.

⁴ For the internal candidates the duration of the current contract will be taken into account in the total duration of the contract.

Europol Public Information

9.3 Contact Details

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