



The Hague, 23 June 2015

Reg. n°: Europol/2015/CA/FGIV/027

## VACANCY NOTICE

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**Name of the Post:** Networks & Data Centre Administrator – within the ICT Business Area, ICT Operations Group, Infrastructure Operations Team at Europol (Contract Agent, FGIV)

**Reporting to:** (Senior) Specialist within the Infrastructure Operations Team  
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 high-quality ICT solutions and capabilities supporting the core mission and support processes of Europol. Some 110 internal staff members are responsible for developing, delivering and maintaining information management and communication technology capabilities that ensure enhanced criminal information exchange between Europol Member States.

The main role of the ICT Operations Group is 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.

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 (e.g. Infrastructure Engineering, Infrastructure Operations, Application Operations, IT Operations Center, 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, Infrastructure Operations Team within the ICT Business Area working as Network & Datacenter Administrator.

In his/her functional role, (s)he will be in charge of maintenance and support of the overall ICT Data Centers and related Network Infrastructure.

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

### 3. Tasks and responsibilities

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

- Maintenance and support of the ICT Network and Data Centre Infrastructure;
- Support of migration and installation activities related to network infrastructure racks, equipment and network in Europol connected Member States and 3<sup>rd</sup> Party Organisations;
- Implementation, maintenance and support of LAN/WAN Network Infrastructures;
- Maintenance and support of Voice, Wireless and Video Conferencing systems;
- Develop and maintain sufficient knowledge about the interdependencies of all Data Centre & Network infrastructure components deployed in the production environment in order to be effective at identifying and diagnosing incidents and problems;
- Execute remediation actions on incidents at the infrastructure level in accordance with existing procedures, updating them with relevant information to increase support efficiency;
- Participate in the maintenance and upgrade cycle of the Data Centre environments, including the continuous reconfiguration and fine-

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tuning required for optimal detection and response to incidents and problems;

- Contribute to the structuring, maintenance and development of the technical knowledge-base supporting the IT Infrastructure Operations activities;
- Support and maintain the Telephony & Network infrastructure of Europol, including production and preproduction environments;
- Be responsible for the availability and capacity management of the IP telephony and IT network on an on-going basis;
- Be responsible for the execution of planned maintenance operations as described by the applicable procedures;
- Develop administrative procedures for recurring system administration activities and provide installation, technical support and maintenance documentation where required;
- Perform any other related tasks, as assigned by the line manager.

**This position may require travelling 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 have

- A level of education which corresponds to completed **university studies** attested by a diploma when the normal period of university education is at least 3 years.

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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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### 4.2 Selection criteria:

#### a. Professional experience:

##### Essential:

- At least **5** years of experience in an ICT team environment dealing with LAN, WAN and Wireless Network Infrastructures;
- Experience with support and maintenance of Data Centres, including racks and cable/patch management;
- Experience managing Cisco Platforms, including wireless and switching;
- Experience with implementation and maintenance of enterprise Cisco Networking solutions;
- Experience with planning, implementation and maintenance of TCP/IP networks.

##### Desirable

- Experience with implementation and maintenance of Virtual Private Network infrastructure to multi party/multinational sites;
- Experience in the field of IP Telephony and Voice management solutions;
- Experience in the design, rollout and maintenance of enterprise Cisco VOIP Telephony solutions (CUCM, Unity, UCCX);
- Experience with Nexus platforms;
- Experience with Network packet shaper systems;
- Experience with Cisco Unified Communications Solutions.

#### b. Professional knowledge:

##### Essential:

- Sound knowledge of Information Technology, especially in the field of Networks, Telecommunications and Data Centre infrastructure;
- Sound knowledge of Data Centre designs, implementation and related technologies;
- CCNP - Cisco certified networking professional certification.

##### Desirable:

- CCVP – Cisco Certified Voice Professional.

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### c. Technical skills and competencies:

#### Essential:

- Excellent communications skills in English, both verbally and in writing;
- Technical aptitude - ability to learn new tools, processes and software with minimal direction;
- Understanding of infrastructure concepts and technology and their impact on clients and services related to the business;
- Good analytical skills in order to manage complex issues and to define action plans including the management of priorities;
- Good negotiation and organisational skills.

### d. Social skills and competencies:

#### Essential:

- Tact, discretion with a polite and high 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;
- 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.

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

The Contracting Authority sets up a Selection Committee which consists of at least three members, one from the Business Area Administration/Recruitment and Selection Team of Europol, one from the concerned Business Area 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.

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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.

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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 Team.

### 6. Salary

The successful candidate will be engaged in Function Group IV, grade 13 (EUR **3.170,61**), grade 14 (EUR **3.587,37**) or grade 16 (EUR **4.592,43**), 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
13	Up to 7 years
14	More than 7 years
16	More than 20 years

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

**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

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 end of 6<sup>th</sup> month 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 **Contract Agent in Function Group IV** 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 **5 years** (full-time – 40 hours a week).

The contract may be renewed once. 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 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](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 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

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Joint Supervisory Body ([www.europoljsb.consilium.europa.eu](http://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:	21 August 2015
Selection Procedure	September/October 2015

#### 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.

#### 9.3 Contact Details

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