EUROPOL

JOB DESCRIPTION

Name of the post:	**Requirements Engineer with the ICT Engineering Group, Requirements and Functional Analysis Team, Contract Agent (FGIV)**
Reporting to:	**Senior Specialist with the ICT Engineering Group, Requirements and Functional Analysis Team**
	Business Manager of the ICT Engineering Group

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.

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.

2. 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 Engineering Group, with over 30 staff members, is mainly responsible for software development of custom IT solutions (web and client server applications) as well as for integration and customization of standard off-the-shelf solutions for both law enforcement and administrative purposes.

Within the ICT Engineering Group, the Requirements & Functional Analysis team is responsible for managing requirements of iterative in-house developed solutions, implementation of COTS products with or without customization, tendered ICT solutions, and ICT infrastructure projects. The Europol ICT infrastructure is complex due to strict Security and Data Protection regulations. Tendering and procurement are bound to complex European regulations. Other responsibilities of the Requirements & Functional Analysis team are support for user acceptance testing and managing user documentation.

The successful candidate will be mainly responsible for requirements definition and creating and reviewing user documentation.

3. Tasks and responsibilities

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

- As a member of project team(s), gather, analyse, define and prioritise business requirements and change requests, describing the need, in close cooperation with internal and external stakeholders (Europol staff including Operations Department, European CyberCrime Centre, Governance Department, as well as Member State representatives and others);

- Create functional and non-functional requirements and develop detailed use cases including screen mock-ups and functional designs, describing the solution, in close cooperation with the stakeholders;

- Create and maintain user and technical documentation by creating content and editing text and producing graphics, usually by using MS Word and Confluence wiki pages, based on requirements, working system and/or interviews with subject matter experts;

- Create, maintain and enforce quality standards for end-user documentation, including documentation review;

- Managing the requirements supporting tool (currently TopTeam Analyst from TechnoSolutions) in order to provide for an environment where people can collaborate on requirements according to defined templates and processes.

- Support software development and integration activities for systems for which requirements and functional specifications are created and maintained by working together with Testers, Software Engineers, Architects, ICT Operations, etc;

- Work together with Testers, Software Engineers, Architects, ICT Operations, etc. in order to support software development and integration activities for systems for which requirements and specifications are created and maintained;

- Support system and user acceptance testing, to ensure that the delivered end-products successfully undergo acceptance tests and to confirm the product works the way it is documented to work;

- Perform any other related task assigned by the Line Manager or by the Business Manager of the ICT Engineering Group.

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

- Possess a level of education which corresponds to completed university studies attested by a diploma preferably in the area of Computer Science or Information Technology when the normal period of university education is at least 3 years.

4.2   Selection criteria:

a. Professional experience:

Essential:

- In addition to the 4.1b requirement, at least 5 years of relevant professional work experience in the area of ICT.

- Significant professional experience in the following areas:
  - o   Creating guides for end users in a variety of media;
  - o   Creating requirements deliverables for new and existing systems: functional and non-functional requirements, use cases, conceptual information model;
  - o   Creating business analysis deliverables: business requirements, as-is / to-be processes, fit/gap analysis;
  - o   Creating user interface design or prototypes;
  - o   User acceptance testing;

---

[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

o Requirements elicitation using multiple different techniques, for example workshops and interviews.

Desirable:

- Professional experience in the following areas:
  - o Writing or evaluating tender requirements

    OR

  - o Iterative software development

    OR

  - o Acquisition and implementation of COTS systems;
- Experience in working on projects where diverse stakeholders are involved;
- Experience in working in an international, multidisciplinary work environment;

b. Professional knowledge:

Essential:

- Sound knowledge of creating user and technical documentation;
- Sound knowledge of requirements elicitation techniques, use case development methods and their application;
- Sound knowledge of UML (use cases, diagrams, etc.);
- Knowledge of common software development lifecycle methodologies, environments and tools;
- Knowledge of modern ICT architectures and systems.

c. Technical skills and competencies:

Essential:

- Excellent communication skills in English (both oral and in written), in particular the ability to explain complex technical matters to non-technical audiences (i.e. business stakeholders) and the ability to translate business requirements to possible IT solutions;
- Familiarity with software and hardware engineering terminology, documentation standards and methodologies;
- Ability to identify, structure and document non-functional requirements, including technical, security, availability, performance, fail-over and other similar type of requirements;
- Ability to analyse complex information from a wide range of sources, consider options, summarise and propose solutions;
- Proficient user of IT applications in general and Microsoft Office applications, particularly MS Word and Excel.

> **Desirable:**

- Diploma in Business Analysis, for example IREB, BCS or IIBA.

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

> **Essential:**

- Excellent interpersonal skills, including the ability to effectively liaise with other groups and teams;

- Possess strong listening skills to capture necessary information and to know which follow-up questions need to be asked;

- Tact, discretion with a customer focused approach;

- Have a can-do and proactive, result driven attitude;

- 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

The Contracting Authority – which in the case of Europol is the Director - sets up a Selection Committee which consists of three members, one member from Europol human resources, one member from the relevant service and one person designated by the Staff Committee.

For **non-restricted** temporary agent posts, particularly for the selection procedures of experts, the Selection Committee may include up to two additional members designated by the Contracting Authority on a proposal from the Chairperson of the Management Board. The additional member(s) will be either a representative of the Presidency or one representative of the Presidency and one from another Member State.

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 5th 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.

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 Selection and 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 6th month of the probationary period may be cause for termination of employment contract.

The requested level of Security Clearance for this post is: **CONFIDENTIEL UE/ EU CONFIDENTAL**

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[3] (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 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.

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 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

---

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

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: 7 September 2015

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 1583 or +31 (0) 70 302 5075.