The Hague,   28 October 2015

File nº: Europol/2015/CA/FGIV/039

VACANCY NOTICE

Name of the Post:	**Applications Operator Assistant within the ICT Business Area, ICT Operations Group, Application Operations Team (Contract Agent FGIV)**
Reporting to:	**Team Lead Application Operations Team**

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.

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

2.   Background and 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, 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 Operations, Infrastructure Operations, ITOC, Service Management, and Service Desk).

Within the ICT Operations group, the Application Operations team is responsible for application management activities, deployment, maintenance and 2nd level support. The team is responsible for managing COTS and internally developed software.

The successful candidates will be part of Application Operations team and will perform release management activities required for application deployment, 2nd level support incident handling, and 3rd level escalations to internal support teams as well as external vendors. He will provide support for periodic maintenance activities in the application operations area.

He will need experience and skills in regards to ICT security. It is a diverse job and might require working in shifts within a 24/7 environment. It includes remote and onsite approaches in regards to troubleshooting.

3.   Tasks and responsibilities

Under the guidance of the Team Lead Application Operations the successful candidate will have to carry out the following main duties:

- o Deploy ICT solution in staging and production environments following the organization processes and procedures and perform application maintenance;
- o Provide second line support for the Europol users and customers for the resolution of incidents and problems related to applications operation and assist third line support escalations;
- o Be responsible for the execution of planned maintenance operations as described by the applicable procedures;
- o Be able to supply the installation, technical, support and maintenance documentation;
- o Design, implement and maintain operational procedures;
- o Monitor, support and maintain applications operation area;
- o Support specific projects in the area of ICT operations.

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 have

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

OR

- At least two of the following professional certifications:

    a. Microsoft Technology Associate (MTA)

    b. Microsoft Certified Professional (MCP)

    c. Microsoft Certified Technology Specialist (MCTS)

    a. EC-Council certifications

4.2   Selection criteria:

a. Professional experience:

Essential:

- In total at least 4 years of relevant professional work experience in the area of ICT;
- Experience with managing and troubleshooting IBM i2 iBase
- Experience with managing and troubleshooting Temis Luxid Annotation Server;
- Experience with managing and troubleshooting Temis Luxid Skill Cartridges.
- Experience in working in a multicultural, multidisciplinary environment.

Desirable:

- Experience with Microsoft SQL server.
- Experience with Microsoft Access.
- Experience Windows Server OS.
- Usage of incident management software (Support works, etc.);

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[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

b. Professional knowledge:

Essential:

- Good knowledge of Apache ActiveMQ.
- Good knowledge Open Text eDocs DM6.
- Good knowledge of software deployment technology;
- Good knowledge of client security technology;
- Networking essentials.

Desirable:

- ITIL Certification (foundation level).

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;
- Ability to analyse problems and provide practical solutions;
- Excellent organisational skills including the ability to plan own work load, exercise initiative and work independently.

d. Social skills and competencies:

Essential:

- Excellent interpersonal skills, including the ability to effectively liaise with other groups and teams;
- Have a proactive, pragmatic, result driven and problem solving 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;
- Have a constructive and positive attitude;
- Ability to function both as an independent professional as well as a member of a team.

5. Selection procedure[3]

The Contracting Authority sets up a Selection Committee which consists of 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.

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

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. 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

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 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.

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 CONFIDENTIEL

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 13 months[4] (full-time – 40 hours a week). The contract may be renewed. 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.

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

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

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 Business Manager 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 Joint Supervisory Body (www.europoljsb.consilium.europa.eu). Applications sent to the DPO or JSB will not be processed and will be deleted.

9. Additional information

9.1 Main dates

Deadline for application: **30 November 2015**

Recruitment procedure: January/February 2016

Starting date: To be determined

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) 70 353 1628.