



The Hague, 18 June 2015

Reg. n°: Europol/2015/TA/AD6/195

## VACANCY NOTICE

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<b>Name of the post:</b>	<b>Specialist(s) - Requirements Engineer with the ICT Engineering Group, Requirements and Functional Analysis Team, Temporary Agent (AD6) - 3 posts</b>
<b>Reporting to:</b>	<b>Senior Specialist with the ICT Engineering Group, Requirements and Functional Analysis Team Business Manager of the ICT Engineering Group</b>

### 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 the 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 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 in-house developed solutions, tendered ICT solutions, implementation of COTS software, and ICT infrastructure projects. Other responsibilities are support for user acceptance testing and managing user documentation.

The successful candidate will be mainly responsible for requirements management and support for user acceptance testing for assigned projects.

This selection procedure is intended to establish a reserve list of successful candidates (indicative number is 3) for eventual future engagement to vacant Specialist(s) - Requirements Engineer or similar positions in all Business Areas of Europol.

### 3. Tasks and responsibilities

Europol has a complex ICT infrastructure due to the strict Security and Data Protection regulations which apply. Europol uses different sourcing strategies; iterative in-house development, implementation of COTS products with or without customisations, and tendering. Tendering and procurement are bound to complex European regulations. The following duties apply to any of the scenarios, depending on the projects assigned.

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

- As a member of project team(s), take the lead in the work to gather, analyse, define, prioritise and manage business requirements, change requests and scope definitions, describing the need, in close cooperation with internal and external stakeholders (Europol staff including Operations Department, European CyberCrime Centre, Governance Department, Member State representatives, etc);
- Create functional requirements and develop detailed use cases including screen mock-ups and functional designs, describing the solution, based on business requirements, in close cooperation with the stakeholders;
- Analyse and define non-functional requirements while taking into account architecture standards and guidance, applicable security and data protection policies and service level requirements;
- Requirements management, enforcing and updating requirements processes and templates according to best practices and aligned with the SDLC;

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- Support software development and integration activities for systems for which requirements and functional specifications are created and maintained by working together with Architects, Software Engineers, Testers, ICT Operations, etc.;
- Support system and user acceptance testing, to ensure that the delivered end-products successfully undergo acceptance tests;
- Create end-user documentation;
- Host requirements elicitation and user feedback sessions with stakeholders;
- 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 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

- Possess a level of education which corresponds to completed university studies attested by a diploma in the area of Computer Science or Information Technology when the normal period of university education is at least 3 years;
- **In addition** to the above at least 3 years of work experience gained following the award of the diploma.

#### 4.2 Selection criteria:

##### a. Professional experience:

###### Essential:

- At least 7 years of relevant professional work experience in the area of ICT;
- Significant professional experience in the following areas:

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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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- Creating requirements deliverables for new and existing systems: functional and non-functional requirements, use cases, conceptual information model;
- Creating business analysis deliverables: business requirements, as-is / to-be processes, fit/gap analysis;
- Creating user interface design or prototypes;
- User acceptance testing;
- Conducting workshops and eliciting requirements.
- Significant professional experience in the following areas:
  - Writing or evaluating tender requirements  
OR
  - Iterative software development  
OR
  - Acquisition and implementation of COTS systems;

### **Desirable:**

- Experience in working on projects where a wide variety of stakeholders are involved;
- Experience in working in an international, multidisciplinary work environment;
- Knowledge of one or more of the following areas: identity and access management concepts, content management / portal technologies (preferably Microsoft SharePoint and Liferay).

## **b. Professional knowledge:**

### **Essential:**

- Sound knowledge of requirements elicitation techniques, use case development methods;
- Sound knowledge of UML (use cases, diagrams, etc.);
- Sound knowledge of business process analysis and business analysis, preferably a well-known framework such as IIBA (International Institute of Business Analysis) BABOK (Business Analysis Body of Knowledge) standards or BCS (British Computer Society) Business Analysis framework;
- Knowledge of common software development lifecycle methodologies, environments and tools;
- Knowledge of modern ICT architectures and systems;
- Knowledge of conceptual and physical data modelling.

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

### **Essential:**

- Excellent communication skills in English(both orally and in writing),

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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;

- 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, summarize and propose solutions;
- Proficient user of IT applications in general and Microsoft Office applications, particularly MS Word and Excel;
- Ability to manage stakeholders and operate in a complex environment.

### **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;
- Strong can-do attitude including the natural inclination to proactively detect issues and to take ownership to drive resolution;
- 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<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.

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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 Selection Committee will invite the 10 highest scoring candidates (short-listed). All candidates having a score equal to the 10<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.

### **6. Salary: Scale AD6**

The basic monthly salary is EUR **4.960,64** (step 1) or EUR **5.169,10** (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 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

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“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**.

### 7.3 Contract of employment

The successful candidate will be recruited as Temporary Agent AD 6 pursuant to Article 2 (f) of CEOS, for a period of 5 years<sup>4</sup> (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 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 are 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 as part of the application process. 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 is 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 applicants added to the reserve list 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 [Joint Supervisory Body](#).

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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.

## **9. Additional information**

### **9.1 Main dates**

Deadline for application: 10 August 2015

### **9.2 Application process and 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) 70 302 5075.