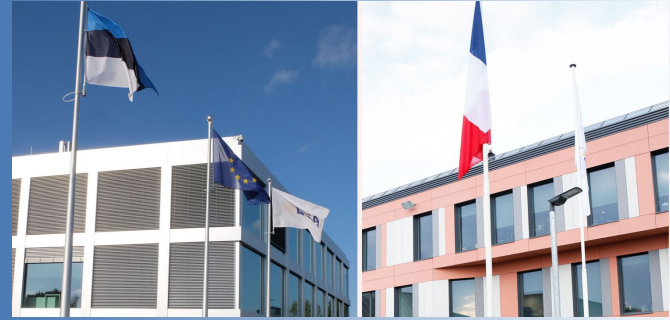


## INTERNAL VACANCY NOTICE – Heads of Department (Two posts)

Ref. eu-LISA/24/TA-INT/AD12-AD14/5.2



### Positions

Head of Programme and Engineering Department (1 post)

### Function Group/Grade bracket

Head of Digital Solutions Operations Department (1 post)

AD12-AD14 (Temporary Staff)

### Place of Employment

Strasbourg (France)

### Level of Security Clearance<sup>1</sup>

SECRET UE/EU SECRET

### Deadline for Application

10 July 2024<sup>2</sup> 12:59 pm Tallinn time/  
11:59 am Strasbourg time

## About the job

As Head of Department, you will report to the Executive Director and be a member of eu-LISA's core leadership team. You will play a pivotal role in steering the organisation towards the agency's next horizon. You should have a deep interest in technology and be passionate about our mission of serving EU citizens through advanced digital solutions.

In this leadership role, you will determine the strategic roadmap, design and steer its operational implementation and provide clear direction and ability to deliver. Your ability to make impactful decisions with limited information, weighing pros and cons effectively, will be vital. Your decisiveness, autonomy, and ability to act confidently in complex environments will drive the organisation forward ensuring results are met and teams remain engaged.

You will thrive in a fast-paced, transformational environment, comfortable with change and eager to see opportunities in challenges. As a credible senior leader in the organisation, you will inspire and lead your teams.

If you have proven experience in a senior leadership role, a passion for technology and digitalisation and the skills to lead and transform, we invite you to join us at eu-LISA. You will help multiply the agency's energy and drive, enhancing our mission to serve citizens through technology. Your leadership will not only steer the agency, but also inspire others to embrace and drive our transformational journey.

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<sup>1</sup> Decision nr 2019-273 of the Management Board on the Security Rules for Protecting EU Classified Information in eu-LISA: [https://eulisa.europa.eu/AboutUs/Documents/MB%20Decissions/2019-273\\_EUCI%20rules.pdf](https://eulisa.europa.eu/AboutUs/Documents/MB%20Decissions/2019-273_EUCI%20rules.pdf)

<sup>2</sup> Date of publication: 11 June 2024

## Profile A: Head of Programme and Engineering Department

As the Head of the Programme and Engineering Department, you bring a good level of knowledge in software engineering, software programme management, and product development. Your strategic and operational acumen will enable you to understand the intricacies of the job and determine the best overall strategies to follow.

As the Head of the Programme and Engineering Department, you will be responsible for the delivery and technical implementation of all eu-LISA programmes and projects. The department comprises around 100 staff members supported by contractors and is organised into two Units: The Programme and Solutions Management Unit and the Technology and Software Engineering Unit.

The Programme and Engineering Department is dedicated to ensuring the successful development, delivery and technical implementation of large-scale information systems. The department meticulously manages all aspects of project execution, including planning, budgeting, financing, cost management, procurement, quality management, and risk control with seamless project coordination and scheduling supported by the Project Management Office.

Simultaneously, the department drives the technical implementation of solutions, maintaining ownership over system and solution architecture, software design, DevOps, quality assurance, and testing. By integrating comprehensive project management with technical expertise, the Programme and Engineering Department ensures the development and delivery of robust, high-quality digital solutions that align with eu-LISA's mission to serve the EU effectively through advanced technology.

## Profile B: Head of Digital Solutions Operations Department

As the Head of the Digital Solutions Operations Department, your expertise in IT infrastructure engineering, cloud technologies, network and system architecture, along with your proficiency in 24/7 operational management, security and data protection and privacy, will enable you to steer the department with informed vision and direction.

As the Head of the Digital Solutions Operations Department, you will be responsible for ensuring the secure, reliable, and scalable hosting of solutions. The department comprises more than 130 staff members, supported by contractors and organised into three units: The Platforms and Infrastructure Unit, the Transition and Automation Unit and the Operations Unit.

The Digital Solutions Operations Department is dedicated to providing comprehensive IT infrastructure engineering, cloud technologies, and system architecture expertise. The department meticulously manages the engineering, deployment, and maintenance of platforms, IT infrastructure, and networks. This ensures the secure, reliable, and scalable hosting of solutions and services for the agency's customers, including the EU and its Member States. The department also leads the technical implementation of solutions, providing subject matter expertise in system and solution architecture, software design, DevOps, quality assurance, and testing.

A crucial aspect of the department's mission is the 24/7 operational management of digital solutions, ensuring that business systems function within Service Level Agreements (SLAs). This includes continuous monitoring of operations and performance, incident detection and response (including security incidents), and providing technical support and expertise. The department ensures that operational processes are coordinated effectively, maintaining systems in optimal condition to support the agency's mission.

## Common duties applicable to both Profile A and Profile B

- Leading continuous improvement and transformation initiatives to improve the organisation's processes to foster continuous innovation and a motivating work culture within eu-LISA;
- Identifying, assessing, and mitigating risks in line with eu-LISA's policies and ensuring the implementation of effective internal controls and transparency in all aspects of operations;
- Establishing and maintaining open communication and collaboration with key stakeholders such as the European Commission, European Parliament, the European Council, eu-LISA's Management Board and Advisory Groups;
- Keeping current with emerging IT trends, dominant technologies and technological innovations.

## Specific duties applicable to Profile A

- Providing strategic and informed decisions in the areas of software development programmes, products, and project portfolios, ensuring they meet quality standards and are delivered on time and within budget. Working closely with other departments and external stakeholders such as Member States, Contractors in a fully integrated and collaborative approach;
- Ensuring that the technical implementation of solutions align with strategic objectives and project requirements;
- Providing direction in the development of system and solution architectures while ensuring that architectural designs are scalable, secure, and robust, and that they meet the technical requirements of the organisation;
- Overseeing and being accountable for the implementation of software engineering principles to deliver high-quality, maintainable, and scalable software solutions;
- Ensuring continuous integration, continuous delivery (CI/CD), and automated testing frameworks are in place to improve efficiency and reliability;
- Working with senior management and supporting the Executive Director in informing and contributing to strategic decisions, shaping eu-LISA's future direction and the implementation of its long-term vision for #ASaferEurope;
- Preparing and implementing activities, procedures, decisions, strategies and programmes adopted by the Management Board;
- Ensuring that eu-LISA's programmes and projects are adequately staffed and supported, making the best use of available resources to maximise efficiency and deliver optimal outcomes.

## Specific duties applicable to Profile B

- Providing strategic and informed guidance in the areas of deployment and maintenance of IT infrastructure, including servers, networks, and cloud platforms, ensuring scalability, reliability, and security;
- Providing strategic oversight in 24/7 operations to ensure continuous service availability and performance;
- Overseeing and being accountable for the smooth and controlled transition of new or modified components or systems into operation to maintain operational stability and minimise disruptions;
- Ensuring the design and implementation of robust system architectures that support the hosting and delivery of digital solutions, optimizing performance and efficiency;
- Staying abreast of emerging cloud technologies and trends, evaluating their applicability and implementing best practices for cloud infrastructure management;
- Preparing and implementing activities, procedures, decisions and strategies adopted by the Management Board.

## Eligibility criteria - Applicable to both Profile A and Profile B

To be eligible for recruitment and selection, you need to meet the following formal criteria, which need to be fulfilled by the deadline for applications:

### General conditions

- You produce the appropriate character requirements for the duties involved;
- You are engaged within eu-LISA as Temporary Staff 2(f) in function group AD, grade 12-14, on the closing date for applications and on the day of filling the post  
*or*  
You are engaged within eu-LISA as Temporary Staff 2(f) in function group AD, grade 11 and have a seniority of at least two years in that grade;
- You have at least two years of experience in a middle management function in the EU Institutions/ Agencies.

## Selection criteria- Applicable to both Profile A and Profile B

The suitability of candidates will be assessed during different stages of the selection procedure against the following criteria. Please note that you can apply for Profile A or Profile B or both profiles depending on your interest and competencies.

### Leadership skills

- Ability to set and revise strategic objectives and relevant KPIs for the agency and the department within the overall strategic framework and priorities of the agency, in cooperation with the management team and Executive Director;
- Excellent understanding of change management principles with the ability to articulate and inspire teams to navigate organisational transformations;
- Ability to manage and motivate staff and teams to achieve the desired results, providing regular feedback to enable them to achieve their objectives and greatest potential;
- Ability to determine, design and implement a strategic roadmap within their department.

### Professional experience and knowledge

- Solid experience similar to the duties outlined in section “About the job”, preferably obtained in the area of technologies/IT systems. The Selection Committee will assess the range of fields covered, the length, the type and level of work done and its relevance to the areas listed in section “About the job”;
- Management experience: at least three (3) years of the post-graduate professional experience must have been gained in a management function in a field<sup>3</sup> relevant for this position;
- Experience with managing large teams, in application and or/product development projects and/or transformational, technology and/or organisational programmes.

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<sup>3</sup> In the application, candidates should clearly indicate for all years during which management experience has been acquired: (1) title and role of management positions held; (2) numbers of staff overseen in these positions; (3) the size of budgets managed; (4) numbers of hierarchical layers above and below; and (5) number of peers.

## Personal competencies

- Ability to act upon eu-LISA's [values](#) and guiding principles (We get the job done - We take ownership - We are all role models - We act together as one);
- Ability to solicit inputs from and listen to staff, partners, and stakeholders while steering discussions to generate the best possible results without compromising productive working relationships;

## Language

- Strong drafting and communication skills in English, both orally and in writing, at least at the C1<sup>4</sup> level.

## Desirable

- Good knowledge of financial and administrative circuits, preferably within International Organisations/ EU institutions and, ideally, experience of them, demonstrating the ability to draw up and manage budgets according to the principles laid down in the financial regulations;
- Proven exposure to public procurement, and ability to strengthen the agency's capabilities concerning compliance with procurement and contract management.

Due to ongoing upgrades in e-recruitment (eu-LISA's application tracking system), you have an 8-hour period to prepare and submit your application in the e-recruitment platform. To support you during this process, please see the Annex.

## Application process and next steps

### Ready to join us in building a safer Europe? Apply now!

Before submitting your application, you should carefully check whether you meet all eligibility requirements.

Please complete your application form via the e-recruitment platform [here](#). Due to the fact that this is an internal selection, one must select 'Internal' next to the 'Selection procedure type' field and click 'Search' [here](#).

eu-LISA does not accept applications submitted by any other means (e.g., e-mail or post), or any spontaneous applications. Please make sure you indicate your desired profile (profile A or profile B or both profiles) as part of the professional competencies section in the eRecruitment platform. Your application should contain personal details, educational background, professional experience, language proficiency, motivation letter, and responses to pre-screening questions, if applicable. Candidates are requested to support their application with adequate, concise examples of their work experience and qualification, especially if not directly addressed in the duties listed in the application under professional experience.

It is in your interest to ensure that your application is accurate, thorough, and truthful. Please be aware that the deadline for submitting your application is **10 July 2024 12:59 pm Tallinn time/11:59 am Strasbourg time**.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by a candidate is false, they will be disqualified.

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<sup>4</sup> Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

If a candidate reaches the reserve list stage, they will be requested to supply documentary evidence in support of the statements that they made for this application.

If you encounter any difficulties during the application process or have any further questions, please do not hesitate to reach out to the Talent Acquisition Service. Feel free to send an email to [eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu).

**Join our diverse team, where you will have the opportunity to grow both professionally and personally while enjoying the journey.**

## Selection procedure

The selection procedure includes the following steps:

- Candidates can choose to apply for Profile A or Profile B or both profiles depending on their interest and competencies;
- A Selection Committee, designated by the Appointing Authority, is established for the selection procedure;
- Each application is checked to verify whether the candidate meets the eligibility criteria;
- All eligible applications are evaluated by the Selection Committee based on a combination of certain selection criteria defined in the Vacancy Notice;
- The quality of the information provided by the candidate in their application is of utmost importance. Candidates are requested to support their application with adequate, concise examples of their work experience (including traineeships, voluntary work etc), and qualification, especially if not directly addressed in the duties listed in the application under professional experience. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure;
- The most qualified candidates will be invited for a shortlist interview, which will be complemented by a written test<sup>5</sup>. Candidates may also be required to prepare a presentation in addition to the prior assessments;
- During the shortlist interview phase, the Selection Committee examines the profiles of candidates and scores the candidates in accordance with the selection criteria. Out of this group only the top scoring candidates, will be asked to undergo the Assessment Centre activities<sup>6</sup>;
- A report is produced by the Assessment Centre for each candidate and shared with the Selection Committee. The Selection Committee takes into utmost account the opinion of the Assessment Centre;
- The interviews (including possible presentation), the written test as well as the Assessment Centre are predominantly conducted in English. In case English is the mother tongue of a candidate, some interview questions or written test questions may be asked in the language indicated as their 2<sup>nd</sup> EU language;

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<sup>5</sup> The selection committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate.

<sup>6</sup> These applicants shall take part in an assessment centre, unless they have already taken part in such an assessment centre in the course of the two years preceding the closing date for the receipt of applications. If an applicant has taken part in an assessment centre within this two-year period, but not within the 18 months preceding the closing date for the receipt of applications, s/he may at his request be admitted to the assessment centre.



- After the shortlist interviews and written tests (including a possible presentation), and Assessment Centre, the Selection Committee draws up a non-ranked list of the most qualified candidates to be included in a reserve list for the post and proposes it to the Executive Director;
- In order to be included in the reserve list, candidates must receive at least 60% of the maximum scores during the shortlist interview and the written test phase;
- The Executive Director and two (2) members of the management will conduct a final round of interviews with the reserve list candidates;
- The Executive Director may choose from the reserve list a candidate whom to engage for a job;
- The reserve list established for this selection procedure will be valid until 31 December 2027;
- Candidates included in the reserve list may be engaged for the same or a similar post depending on eu-LISA of needs and budgetary situation;
- All shortlisted candidates will be informed whether or not they have been included in the reserve list. Candidates should note that inclusion in a reserve list does not guarantee engagement.

Please note that the Selection Committee's work and deliberations are strictly confidential. Any contact with its members is strictly prohibited.

***As English is eu-LISA's working language, the selection procedure will be fully conducted in English.***

## Assignment and conditions of employment

The selected candidate will be assigned by the Authority Authorised to Conclude Contracts of employment from the final list of suitable candidates. For reasons related to eu-LISA's operational requirements, once the candidate receives an assignment offer, they may be required to accept the offer within a short timeframe and be available to start the contract as agreed with their line manager.

The successful candidate will be assigned to the new post according to the assignment decision without an impact on their current contract (with an amendment to the employment contract).

All selected candidates will need to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate (as per the level specified above).

A Personnel Security Clearance Certificate (PSCC) is defined as a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSCC, which shows the level of EU Classified Information (EUCI) to which that individual may be granted access (SECRET UE/EU SECRET), the date of validity of the relevant PSC and the date of expiry of the certificate itself.

Candidates who hold a valid security clearance must provide a copy of their security clearance and specify the issuing authority, level and date of expiry. In case the validity of their security clearance expires within six months, the renewal procedure will be initiated expeditiously.

Kindly note that the necessary procedure for obtaining a PSCC can be initiated by request of the employer only, and not by the individual candidate.

Failure to obtain the required security clearance certificate from the candidate's National Security Authority, either during or after the expiration of the probationary period, will give eu-LISA the right to terminate any applicable employment contract.

## Protection of personal data

eu-LISA ensures that candidates' personal data is processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data<sup>7</sup>.

The legal basis for the selection procedure of Temporary Staff (TA 2(f)) are defined in the Conditions of Employment of Other Servants of the European Communities<sup>8</sup>.

The purpose of processing personal data is to enable selection procedures.

The selection procedure is conducted under the responsibility of eu-LISA's Human Resources Unit ('HRU'). The controller, in practice, for personal data protection purposes is the Head of the Human Resources Unit.

The information provided by the candidates will be accessible for a limited number of authorised HRU personnel, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the Legal personnel of eu-LISA.

Almost all fields in the Application Form are mandatory; the answers provided by the candidates in the fields marked as optional will not be taken into account to assess their merits.

Processing begins on the date of receipt of the application. eu-LISA's data storage policy is as follows:

- for applications received but not selected: the paper dossiers are filed and stored in archives for two (2) years after which time they are destroyed;
- for candidates included in a reserve list but not recruited: data is kept for the period of validity of the reserve list + one (1) year after which time it is destroyed;
- for recruited candidates: data is kept for a period of ten (10) years as of the termination of employment or as of the last pension payment after which time it is destroyed.

All candidates may exercise their right of access to and rectification or erasure of their personal data or restriction of processing.

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<sup>7</sup> Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018, OJ L 295, 21.11.2018, p. 39.

<sup>8</sup> CEOS, in particular the provisions governing conditions of engagement in Title II.



In the case of identification data, candidates can rectify the data at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications.

Any substantiated query concerning the processing of the candidate's personal data should be addressed to the eu-LISA's HRU ([eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu)).

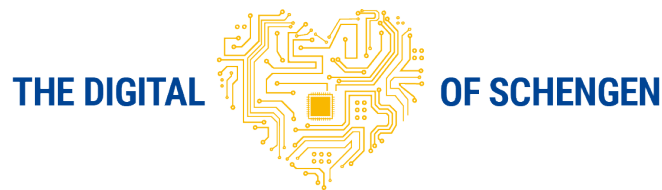
Candidates may have recourse at any time to eu-LISA's Data Protection Officer ([dpo@eulisa.europa.eu](mailto:dpo@eulisa.europa.eu)) and/or the European Data Protection Supervisor ([edps@edps.europa.eu](mailto:edps@edps.europa.eu)).

## Appeal procedure

If a candidate considers that they have been adversely affected by a particular decision, they can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union and Conditions of employment of other servants of the European Union, to the following address:

eu-LISA  
(European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice)  
Vesilennuki 5  
10415 Tallinn, Estonia

The complaint must be lodged within three (3) months. The time limit for initiating this type of procedure starts from the time the candidate is notified of the act adversely affecting them.



## Annex

As indicated above, due to ongoing upgrades in eu-LISA's e-recruitment platform, candidates are advised to input their information into the application form within an 8-hour window, as saving your work will not be possible during this time. (This warning is also provided by e-recruitment when you start your application).

To smooth your application process in face of these technical difficulties, we highly recommend you to prepare the necessary information in a Word document beforehand, enabling you to conveniently copy and paste it into the application form.

Apart of the usual informational fields relating to personal information, contact details, professional experience entries as well as education/training and languages knowledge, candidates will be asked to prepare a motivation letter tailored to the vacancy and reply to specific selection criteria. Below, you can see the items you will be asked to elaborate upon:

- Solid experience similar to the duties outlined in section "About the job", preferably obtained in the area of technologies/IT systems. The Selection Committee will assess the range of fields covered, the length, the type and level of work done and its relevance to the areas listed in section "About the job";
- Management experience: at least three (3) years of the post-graduate professional experience must have been gained in a management function in a field relevant for this position;
- Experience with managing large teams, in application and or/product development projects and/or transformational, technology and/or organisational programmes.
- Good knowledge of financial and administrative circuits, preferably within International Organisations/ EU institutions and, ideally, experience of them, demonstrating the ability to draw up and manage budgets according to the principles laid down in the financial regulations;
- Proven exposure to public procurement, and ability to strengthen the agency's capabilities concerning compliance with procurement and contract management.

Please see below an example of how the selection criteria appears in the application form.

**19 - Proven exposure to public procurement, and ability to strengthen the agency's capabilities concerning compliance with procurement and contract management \***

SELECT \*  
YES ▼

YES

**Please explain in detail \***