

VACANCY NOTICE – Information Technology Officer – Solutions Operations and Maintenance (FGIV)

Ref. eu-LISA/24/CA/FGIV/10.1



Sector and Unit	Solutions Operations and Maintenance Sector / Operations Unit
Contract Duration	Initial contract of 5 years subject to renewal
Function Group/Grade	FGIV (Contract Agent)
Place of Employment	Strasbourg (France)
Working model	Permanent relocation required
<u>Level of Security Clearance</u>	SECRET UE/EU SECRET
Deadline for Application	4 December 2024 ¹ 12:59 pm Tallinn time / 11:59 am Strasbourg time

About the Agency

We are eu-LISA, the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice. We help implement the European Union's policies by designing, developing, and operating large-scale information systems in internal security, border management, and judicial cooperation.

Our teams develop and manage the technological architecture of the Schengen area and the EU justice domain. By equipping law enforcement and border management operators and juridical practitioners with cutting-edge technological infrastructure, we help ensure security and justice for citizens.

With a workforce of more than 24 nationalities, eu-LISA embraces an international work environment and values collaboration among colleagues from diverse backgrounds. As an equal opportunity employer, we are committed to providing a positive and enjoyable work environment. We welcome applications from all suitable candidates, irrespective of age, gender, ethnicity or social origin, disability, religion or belief, and sexual orientation.

Join us to become part of our organisational culture that fosters inclusivity and diversity. Our belief is 'Together as one, we are making it happen'. We want our people to feel respected, valued and empowered.

Please visit our [website](#) and discover more about eu-LISA's core activities.

¹ Date of publication: 5 November 2024

About the unit

The Operations Unit ensures the 24/7 operational management of the Digital Solutions with the business systems functioning within the Service Level Agreements. This is executed via the monitoring of the operations and the performances of the large-scale IT systems on a 24/7 basis. Additionally, the unit provides its customers with a 24/7 operational contact point and coordinates operational processes, including incident and problem management. The unit is responsible for and being first response to incidents (including security incidents), offering technical support and expertise on Digital Solutions from an applications and databases perspective and the maintaining the systems in Operations.

Stand-by duty in the Operations Unit shall enable staff members to perform stand-by duties at the back up site in Austria and provide technical support of applications and databases of the Digital Solutions provided to external users.

Within the Operations Unit, the Solutions Operations and Maintenance Sector (SOMS) is responsible for providing second-level support for the applications and databases of Justice and Home Affairs (JHA) information systems, ensuring high-level system performance in accordance with applicable service level agreements. SOMS is tasked with investigating and resolving incidents and problems that affect service quality or could potentially disrupt operations.

As the process owner, SOMS oversees problem management, capacity management, availability management, and service level management. It also contributes to release management and operational change management processes.

Additionally, the Solutions Operations and Maintenance Sector ensures the proper support and maintenance of solutions by contractors. Through its service owners, SOMS oversees the entire lifecycle of the solutions in operations ensuring that all services meet the defined SLAs and performance metrics.

About the job

eu-LISA aims to establish a talent pool from which to source the best talent. Working under the supervision of the Head of the Solutions Operations and Maintenance Sector and reporting to the Head of the Operations Unit, you will support eu-LISA's mandate and ensure that the Agency achieves its objectives, enhances its reputation, and answers stakeholders' needs.

As part of a team of Information Technology Officers, you will ensure the 2nd line of support for SIS, EURODAC, VIS/BMS and all the upcoming applications in close collaboration with the internal and external involved parties (1st line support, Network Administrators, System Administrators, Application Administrators, Security Administrators, Service Owners, Contractors)

The 2nd line support team is in charge of the technical activities necessary to ensure that the business systems function in line with the agreed Service Level Agreements. **This position will require you to be on site and entail stand-by duty to operate in a real-time 24/7/365 environment.** Shiftwork may possibly be required in exceptional cases for a temporary period of time.

The main duties of the job holder will be the following:

- Ensuring the 2nd line of support on a 24/7 basis for all eu-LISA business applications, in close collaboration with the involved parties (1st line support, Network Administrators, System Administrators, Application Administrators, Security Administrators, Service Owners, contractors, etc.);

- Receiving, investigating and resolving incidents, problems and service requests related to the application, network, systems within her/his competence and coordinating with the internal technical experts or respective vendors, in case it is required, for resolution;
- Proposing appropriate actions to proactively ensure the respect of all Service Level Agreements;
- In case of incidents or problems, taking the timely corrective actions to ensure the respect of the Service Level Agreements and follow up with the vendor until the correct resolution;
- Maintaining the applications of the IT systems, managed by the Agency and preparing/implementing possible new technical functions for the existing applications;
- Keeping all the systems documentation up-to-date, including contacting and coordinating the gathering of the required inputs from different parties to ensure the completion of the documentation;
- Maintaining and administering the user environment if required;
- Participating in the reporting on the functioning of the IT systems, contributing to the management of the databases of the IT systems, ensuring that any change is reflected in the appropriate documentation;
- Sharing the knowledge with other internal parties.

The successful candidate may be required, at times, to assist in other areas of the work of the Agency according to needs and priorities, as planned and defined by the Head of the Unit.

Eligibility criteria

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

General conditions

- You are national of one of the EU Member States or Norway, Iceland, Liechtenstein, or Switzerland² and you enjoy full rights as a citizen³;
- You produce the appropriate character requirements for the duties involved;
- You are physically fit to perform your duties⁴;
- You have fulfilled any obligations imposed on you by the laws concerning military service.

Education

- You have a level of education which corresponds to **completed university studies of at least three years** attested by a diploma.

Only qualifications awarded in an EU Member State or that are subject to an equivalence certificate issued by an authority in a said EU Member State shall be taken into consideration.

² Appointment of a candidate from countries associated with the implementation, application and development of the Schengen acquis and with Dublin- and Eurodac-related measures is subject to the conclusion of the arrangements defined in article 42 of the eu-LISA regulation.

³ Prior to an appointment, the successful candidate will be asked to provide a certificate of absence of any criminal record issued by the competent authority.

⁴ Prior to an appointment, the successful candidate shall be medically examined by a selected medical service in order that the Agency may be satisfied that they fulfil the requirement of Article 82 (3)d of the Conditions of employment of other servants of the European Communities.

Language

- You have a thorough knowledge of one of the 24 EU official languages (at a [C1 level](#)) and a satisfactory knowledge of another EU official language (at a B2 level) for the performance of your duties.

Selection Criteria

The suitability of candidates will be assessed against the following criteria during different stages of the selection procedure:

Professional experience and knowledge

- Ability to perform the duties outlined in the section 'About the job' based on your professional experience in IT, preferably obtained in positions that require daily operations within a high availability environment;
- Academic background in IT and/or engineering or similar degrees in line with the requirements of the role;
- Knowledge of recent relevant standard infrastructure technologies and software infrastructure tools, such as databases (SQL and/or NoSQL), messaging systems, microservices hosting platforms, shell scripting in Unix/Linux environments;
- Familiarity with ITIL processes and/or ITSM tools.

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);
- Service-oriented attitude with the ability to respond to user requests assuring resolution or escalation of incidents to safeguard customer satisfaction including optimising system performance in accordance with predefined service level agreements (SLAs);
- Ability to proactively manage the life cycle of incidents and problems, identifying and resolving the root cause by analysing situations and applying critical thinking in order to decide on courses of action and implement the solutions to overcome problems and constraints;
- Ability to plan and organise in a structured manner, maintaining a clear overview of task completion;
- Ability to develop positive business relationships facilitating multi-disciplinary team collaboration as well as other internal and external stakeholders;
- Demonstrated ability to understand and manage tasks with a comprehensive awareness of both technical and business requirements to ensure an efficient execution in alignment with organisational objectives;
- Eagerness and capacity to learn;
- Resilience to work in an ambitious and dynamic operational business context, including willingness to work on stand-by duty and shifts.

Language

- Strong communication skills in English, both orally and in writing, at least at the C1⁵ level.

Advantageous

- Knowledge of financial and contractual aspects related to IT maintenance and vendor management.

⁵ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

What we offer



Competitive salary package composed of a basic salary and various allowances:

- eu-LISA offers a competitive salary package. To begin with, the salary is determined by the grade for which you have applied. In addition, your future salary is based on the total number of years of professional experience and adjusted to the cost of living in your place of employment.
- Depending on your individual and family situation, you may be eligible for various allowances such as expatriation, installation and household allowance, dependent child, or education allowance, ensuring your financial comfort. It is important to note that salaries are exempt from national taxation, as they are subject to a tax raised by the EU.



Additional benefits: Your health and safety are our priority. We offer a wide range of additional benefits such as health insurance, including sickness and accident insurance, hospitalisation, dental care, and preventive medicine coverage. If you desire, your family members can be covered as well. In addition, we provide a generous EU pension scheme (defined benefit plan) that becomes available after completing 10 years of service within EU Institutions/Agencies or upon reaching the pensionable age from the EU pension scheme, to which both the Agency and you make monthly contributions.



Mental Health and Well-being Programme: Our comprehensive programme prioritises a healthy work-life balance, including amongst other reimbursements for health and fitness activities.



Training and Development Opportunities: We invest in your professional development and personal growth. You will have access to a wide range of training programmes and learning resources.



Flexible Work Arrangements: While you will be required to relocate permanently to the place of employment or its surrounding areas, you can enjoy a healthy balance between teleworking from this place and office presence within our hybrid working arrangements. Additionally, you can telework from outside of your place of employment for up to 10 days per year.



Generous Holiday Package: You will receive at least 24 days of annual leave per calendar year, additional leave days may be granted for age and grade, and home leave to travel to your home country, if applicable. Some special leave can be granted for certain circumstances such as marriage, childbirth, and more. On top, you will benefit from an average of 18 eu-LISA holidays, including the Agency's end of the year closure.



Education for children: We offer access to an accredited European School in all our three sites, ensuring educational opportunities for your children.

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](#). eu-LISA does not accept applications submitted by any other means (e.g., e-mail or post), or any spontaneous applications. Your application should contain personal details, educational background, professional experience, language proficiency and motivation letter. 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 **4 December 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.

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.

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:

- 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;
- Once the list of the most qualified candidates is determined, a preliminary assessment may take place (e.g., a pre-recorded video interview and/or a remote written test)⁶ prior to the shortlist phase;
- In the shortlist phase⁷ consisting of a shortlist interview which may be complemented by a written test, the Selection Committee scores the candidates in accordance with the selection criteria. Candidates may also be required to prepare a presentation on a topic to be presented during the shortlist phase, which would be evaluated as part of the shortlist interview;
- In order to be included in the reserve list, candidates must receive at least 60% of the maximum scores in the shortlist phase;
- Interviews and written tests are predominantly conducted in English;
- After the shortlist phase, the Selection Committee establishes a non-ranked list of the most qualified candidates to be included in a reserve list and proposes it to the Appointing Authority;
- The Appointing Authority may choose from the reserve list a candidate for the post;
- The reserve list established for this selection procedure will be valid until 31 December 2027 with possibility of extension;
- Candidates included in the reserve list may be engaged for the same or similar post depending on eu-LISA's 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.

⁶ The Selection Committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate. For remote interviews, the Selection Committee reserves the right to conduct the interview using an online video interviewing tool for synchronous and/or asynchronous (e.g., recorded) interviews.

⁷ Same applies as per previous footnote.

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

Engagement and conditions of employment

The selected candidate will be engaged by the Authority Authorised to Conclude Contracts of employment from the established reserve list. For reasons related to eu-LISA's operational requirements, once the candidate receives an engagement offer, they may be required to accept the offer within a short timeframe and be available to start the contract at short notice (1 - 3 months) from the date the Agency receives an opinion on the outcome of the pre-recruitment medical examination.

The successful candidate will be engaged as Contract Staff, pursuant to Article 3a(b) of the Conditions of Employment of Other Servants of the European Communities (CEOS). The Contract Staff post will be placed in Function Group IV, grades 13, 14 or 16, depending on the length of professional experience.

The remuneration of a staff member consists of a basic salary (currently EUR 4.102,30 for grade 13, EUR 4.641,55 for grade 14 and EUR 5.941,96 for grade 16⁸) weighed by the correction coefficient⁹ (117% for Strasbourg, France) and paid in EUR¹⁰.

The initial duration of the contract is five (5) years, including a probationary period of nine (9) months, with the possibility of contract renewal for another period not exceeding five (5) years. Following a successful renewal, the second renewal will be indefinite.

The reserve list shall be used for the recruitment and selection for the post in question and/or similar posts depending on the needs of the Agency. The candidates included in this reserve list may be offered an engagement under the conditions stipulated in Article 3a of the CEOS for Contract Staff, and/or may be offered an employment contract of a shorter duration than five (5) years in accordance with the business needs and subject to agreement with the candidate. In this case, the Agency will contact the candidate in the reserve list and ask their interest.

All selected candidates will need to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate depending on the specific job profile.

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, 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.

⁸ Working conditions of temporary staff in [CEOS](#)

⁹ The correction coefficient is subject to a regular update.

¹⁰ For the purposes of determining professional experience, the Appointing Authority shall allow 24 months' additional seniority of step in grade for professional experience equal to or more than the 3 years of professional experience after the degree giving access to the grade.

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.

Independence and declaration of interest

The selected candidate for the post will be required to sign a declaration of commitment to act in eu-LISA's best interest and in relation to interests that might be considered prejudicial to their independence.

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 data¹¹.

The legal basis for the selection procedure of Contract Staff (CA 3a(b)) are defined in the Conditions of Employment of Other Servants of the European Communities¹².

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;

¹¹ 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.

¹² CEOS, in particular the provisions governing conditions of engagement in Title IV.

- 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.

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).

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

