VACANCY NOTICE

Ref. No: eu-LISA/20/TA/AD5/8.1

<table>
<thead>
<tr>
<th>Post:</th>
<th>Information Technology Officer - Network Administrator, System Administrator</th>
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<tr>
<td>Sector/Unit/Department:</td>
<td>Network Services Sector, Infrastructure Services Sector/Infrastructure Management Unit/Operations Department</td>
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<tr>
<td>Function Group/Grade:</td>
<td>Temporary Agent/AD5/Administrator</td>
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<tr>
<td>Location:</td>
<td>Strasbourg, France</td>
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<tr>
<td>Starting date:</td>
<td>asap</td>
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<td>Level of Security Clearance:</td>
<td>SECRET UE/EU SECRET¹</td>
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<td>Closing date for applications:</td>
<td>25 August 2020 extended until 08 September 2020² 23:59 EEST and 22:59 CEST</td>
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1. INFORMATION ABOUT THE AGENCY

Applicants are invited to apply for the above-mentioned post at the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (hereinafter referred to as “eu-LISA” or “Agency”). eu-LISA was established in 2011 and its revised Regulation³ entered into force on 11 December 2018.

The seat of eu-LISA is Tallinn, Estonia. Tasks related to development and operational management of the systems are carried out in Strasbourg, France. eu-LISA also has a backup site is Sankt Johann im Pongau, Austria and a Liaison Office in Brussels, Belgium.

¹ EC Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information
² Date of publication: 17 July 2020
eu-LISA is responsible for the long-term operational management of the European Asylum Dactyloscopy Database (Eurodac), the second generation Schengen Information System (SIS II) and the Visa Information System (VIS).

These systems are essential for the normal functioning of the Schengen Area, for the efficient management of its external borders as well as for the implementation of common EU asylum and visa policies. With a view to further improving the management of the external borders, and in particular, to verify compliance with the provisions on the authorised period of stay on the territory of the Member States, the European Entry/Exit System (EES) is being developed by the Agency. As of 9 October 2018, the Agency is entrusted with the development and operational management of the European Travel Authorization and Information System (ETIAS). As of 11 June 2019, the Agency has also been entrusted with the centralised system for the identification of Member States holding conviction information on third country nationals and stateless persons (TCN) to supplement and support the European Criminal Records System (ECRIS), and the development of interoperability solutions between large-scale IT systems.

The core task of eu-LISA is to ensure the effective, secure and continuous operation of said IT-systems. The Agency is also responsible for taking the necessary measures to ensure the security of the systems and the security of the data therein.

Beyond these operational tasks, eu-LISA is responsible for reporting on the usage and the performance of the IT systems the Agency operates, organising specific training sessions on the technical use of the systems, implementing pilot schemes upon specific and precise requests of the European Commission and the monitoring of research relevant for the operational management of the systems.

Information about the Agency can be found on eu-LISA website: [https://www.eulisa.europa.eu/](https://www.eulisa.europa.eu/)

2. THE INFRASTRUCTURE MANAGEMENT UNIT

The Infrastructure Management Unit is composed of the Network Services, Infrastructure Services, Application Management Services and the Data Centre Services Sectors. The Network Services Sector is responsible for the operation and maintenance of the LAN/WAN communications infrastructure that supports the large-scale IT systems hosted by the Agency.

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The Infrastructure Services Sector is responsible for the operation and maintenance of the Common Shared Infrastructure platform (compute and storage) supporting the large-scale IT systems hosted by the Agency. The Application Management Services Sector is responsible for the third line operation and maintenance of the large-scale IT systems hosted by the Agency. The Data Centre Services Sector is responsible for the physical infrastructure, including maintenance, inventory, and capacity planning for the eu-LISA Data Centres.

3. DUTIES

The duties of the Information Technology Officer will vary depending on the profile chosen by the candidate and will cover the following two main areas:

1) System maintenance and operations;
2) Network maintenance and operations

In addition, for both positions the Officer will be involved in the Project and IT service management activities.

The area of system / network maintenance and operations (for both positions) include amongst others these main duties:

- Maintaining and administering the IT System environment / network infrastructure.
- Participate in system/network incident management by troubleshooting and resolving incidents on regular basis and replying to Request Fulfilments.
- Root cause analysis and resolution of system/network problems.
- Installing and configuring changes and releases and technical systems / network solutions.
- Maintaining documentation knowledge bases up-to-date.
- Ensuring day-to-day maintenance operations in line with the respective IT service management processes of the Agency.

The area of Project and IT service management activities include amongst others these main duties:

- Contribute to project activities on the system/network infrastructure by e.g. review of technical design proposals, work proposals or technical documentation, through workshops with contractors.
- Follow up, coordinate and execute project activities usually together in collaboration with project manager.
- Provide guidance and consultancy for the system/network infrastructure design.
- IT Service management activities on the infrastructure / network services by verifying the reported service level agreements, assessing and validating proposed changes and reporting on system/network performance.
- IT contract management activities by writing technical specifications and reviewing technical contract offers and follow-up on the execution of the technical matters of the contract throughout their lifecycle.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED

4.1. Eligibility criteria
Applicants will be considered eligible for recruitment and selection on the basis of the following formal criteria which need to be fulfilled by the deadline for applications:

4.1.1. he/she has a level of education which corresponds to completed university studies of at least three years attested by a diploma;

*N.B. Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in said EU Member States shall be taken into consideration.*

4.1.2. he/she is a national of one of the Member States of the Union, Norway, Iceland, Liechtenstein or Switzerland and enjoys his/her full rights as a citizen;

4.1.3. he/she has fulfilled any obligations imposed on him/her by the laws concerning military service;

4.1.4. he/she produces the appropriate character references as to his/her suitability for the performance of his/her duties;

4.1.5. he/she is physically fit to perform his/her duties and

4.1.6. he/she produces evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of his/her duties.

4.2. Selection criteria

Suitability of applicants will be assessed against the following criteria in different steps of the selection procedure.

4.2.1. Professional experience and knowledge (common for all profiles)

- Professional experience in the daily operation of Network and/or IT systems with high availability and security requirements (please indicate in your application the details of your professional experience);

- Knowledge and/or preferably professional experience in operation processes and best practices, particularly on the operation of ITSM processes;

- Professional experience in working with external contractors from a technical and/or operational point of view;

- Professional experience in contributing to large scale, highly available and secure infrastructure (network and/or IT system) project activities such as requirements gathering, solution design, implementation and transition to operational teams (please indicate in your application the details of your professional experience);

- Strong drafting and communication skills in English both orally and in writing, at least at level C1.

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9 Appointment of staff 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 eu-LISA regulation.

10 Prior to any appointment, the successful applicant will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

11 Before the appointment, the successful applicant shall be medically examined by a selected medical service in order that the Agency may be satisfied that he/she fulfils the requirement of Article 12 (2) d of the Conditions of employment of other servants of the European Communities.

4.2.1.1. **Network Administrator (specific for profile)**

- Knowledge and professional experience of at least 3 (three) years in the role of a Network Administrator in a large scale enterprise maintaining highly available and secure LAN networking environment (please indicate in your application the details of your professional experience);
- Knowledge and professional experience of at least 3 (three) years in operating and maintaining highly available and secure large scale Wide Area Networks or Internet services involving external contractors (please indicate in your application the details of your professional experience);
- Knowledge and professional experience in Software Defined Local Area/Wide Area Networking technologies (SDN) and automation (please indicate in your application the details of your professional experience);
- Knowledge and professional experience in operating, maintaining and designing DC network solutions comprised of Firewalls, switches, routers and load-balancers (please indicate in your application the details of your professional experience);
- Knowledge and professional experience in operating, maintaining and designing network solutions comprised of network encryption solutions and security monitoring (please indicate in your application the details of your professional experience).

4.2.1.2. **System Administrator (specific for profile)**

- Previous experience of at least 3 (three) years in the role of a System Administrator in a large scale, highly available, virtualised environment (please indicate in your application the details of your professional experience);
- Knowledge and professional experience in operating and maintaining highly available Redhat Linux based platforms or equivalent (please indicate in your application the details of your professional experience);
- Professional experience in maintaining virtualisation management toolset such as VMware or equivalent (please indicate in your application the details of your professional experience);
- Professional experience in maintaining container environments like Openshift, Kubernetes, Ansible or equivalent (please indicate in your application the details of your professional experience);
- Professional experience in maintaining physical Server & Storage technologies such as HP Blade systems, HP SAN 3Par, Brocade, Oracle Exadata Appliances or equivalent (please indicate in your application the details of your professional experience).

4.2.2. **The following attributes would be advantageous (common for all profiles)**

- Professional experience in managing high volume supplier contracts for network and/or IT systems (please indicate in your application the level of responsibilities, the budget amount to manage and human resources allocated);
• Professional experience in the execution of a service management process role or function e.g. service level manager, configuration manager, change manager or similar (please indicate in your application which process role or function you have experience in);
• Professional experience working within project management frameworks (please indicate in your application the details of your professional experience);
• Knowledge and/or preferably professional experience in drafting technical specifications for procurement procedures and/or contributing to contract and procurement procedures of public bodies;
• Professional experience within an international and multicultural environment, preferably in a European Institution, Agency or body;
• Awareness of the legislative, political and business context in which eu-LISA operates.

4.2.3. Personal qualities (applicable for all profiles)
• Ability to communicate efficiently and unambiguously in a way that the receiver effectively understands the message;
• Supportive and helpful approach to others, with a cooperative and service-oriented attitude, have good communication and interpersonal skills;
• Excellent analytical and problem-solving skills, and ability to plan and accomplish goals;
• Ability to think creatively, a strong sense of integrity, initiative and responsibility and willingness to propose new innovative solutions;
• Excellent organisational skills, maintaining a clear overview of multiple tasks including the ability to prioritise towards deadlines and focus on key objectives as well as pay attention to details;
• Works collaboratively and respectfully with others to ensure effective and successful completion of tasks;
• Ability to understand and manage complex situations, with multiple stakeholders and to take effective decisions in uncertain conditions.

Important! The applicants need to indicate in the motivation letter for which profile they apply. Applicants can apply to only one profile.

The applicant will be assessed against the profile’s criteria. Irrespective of the applicant’s choice, the successful candidate may be assigned to other profile in case of successful recruitment.

Because English is the working language of eu-LISA and because the successful applicant will be requested to immediately be operational, the recruitment procedure will be performed in English and all communication with applicants will be held in English.

5. INDEPENDENCE AND DECLARATION OF INTEREST

The selected applicant for the post will be required to make a declaration of commitment to act independently in eu-LISA’s interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.
6. **EQUAL OPPORTUNITIES**

eu-LISA applies an equal opportunities policy and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

7. **SELECTION PROCEDURE**

The selection procedure includes the following steps:

- A Selection Committee designated by the Appointing Authority (‘the Executive Director of eu-LISA’) is set up for the selection procedure;
- After registration, each application is checked to verify whether the applicant meets the eligibility criteria;
- **Applicants shall clearly indicate in the motivation letter for which profile (Network Administrator or System Administrator) they apply; please note that only one can be chosen.**
- All the eligible applications are evaluated by the Selection Committee based on a combination of certain selection criteria defined in the vacancy notice. The information given by the applicant in the selection criteria checklist in their application on the e-Recruitment platform is vital for the screening phase and candidates are requested to support their candidacy with adequate, concise examples from their work, especially if it is not directly addressed in the duties listed in the application under professional experience. Some criteria will be assessed only for short-listed applicants during interviews and tests. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure;
- The best-qualified applicants, who obtained the highest number of points, are invited for a pre-screening interview;
- The best-qualified applicants from the pre-screening interview phase, who obtained the highest number of points, are invited for an interview, which will be complemented by a written competency test;
- During the interview phase and written test, the Selection Committee examines the profiles of applicants and scores the applicants in accordance with the selection criteria;
- The preliminary assessment, interview and the written test are conducted in English. In case English is the mother tongue of an applicant, some interview questions or test questions will be in the language they indicate on the application form as their 2nd EU language;
- In order to be included on the reserve list, an applicant must receive at least 50% of the maximum points from the evaluation of the interview and the written test phase;
- The Selection Committee draws up a non-ranked list of the most suitable candidates to be included on a reserve list and proposes it to the Appointing Authority;

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

14 The selection committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate.
• The reserve list established for this selection procedure will be valid until 31 December 2023 (the validity period may be extended);
• Applicants placed on the reserve list may be engaged for a job for this or a similar post depending on the needs of eu-LISA and its budgetary situation, as long as the reserve list is valid;
• Each applicant invited for interview phase will be informed whether or not he/she has been placed on the reserve list. Applicants should note that inclusion on a reserve list does not guarantee engagement.

Please note that the Selection Committee’s work and deliberations are strictly confidential and that any contact with its members is strictly forbidden.

Because English is the working language of eu-LISA and because the successful applicant will be requested to immediately be operational, the recruitment procedure will be performed in English and all communication with applicants will be held in English.

8. ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

The selected applicant will be engaged by the Authority Authorised to Conclude Contracts of employment (‘eu-LISA’s Executive Director’) from the established reserve list.

For reasons related to eu-LISA’s operational requirements, once the applicant receives an engagement offer, he/she may be required to confirm their acceptance of the offer in a short time, and be available to start the contract at short notice (1 to 3 months).

The successful applicant will be engaged as Temporary Staff, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS)\(^\text{15}\). The Temporary Staff post will be placed in Function Group AD, Grade 5 in the first or second step, depending on the length of professional experience.

The pay of staff members consists of a basic salary in EUR (currently EUR 4,883.11 for step 1, and EUR 5,088.30 for step 2)\(^\text{16}\) weighted by the correction coefficient (for Strasbourg, France 117.7 %) and paid in EUR\(^\text{17}\).

In addition to the basic salary, staff members may be entitled to various allowances depending on their personal situation.

eu-LISA staff members pay an EU tax at the source and deductions are also made for medical insurance, pension and unemployment insurance. Salaries are exempt from national taxation.

Staff members may also be entitled to the reimbursement of removal costs and an initial temporary daily subsistence allowance\(^\text{18}\).

eu-LISA staff members are entitled to annual leave of two working days per each complete calendar month of the service. There are on average 19 Public Holidays per year.

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\(^{16}\) 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.

\(^{17}\) The correction coefficient is subject to a regular update.

Throughout the period of service staff members participate in the EU pension scheme. The pension is granted after completing a minimum of 10 years' service and reaching the pensionable age. Pension rights acquired in one or more national schemes before starting to work at eu-LISA may be transferred into the EU pension system.

eu-LISA staff members are covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, the risk of occupational disease and accident as well as entitled to a monthly unemployment allowance, the right to receive payment of invalidity allowance and travel insurance.

The initial duration of the contract is **five years** including a probationary period of nine months, with the possibility of contract renewal for another period not exceeding five years. Second renewal would be indefinite.

eu-LISA reserves the right to offer similar employment contracts of a shorter duration than five (5) years in accordance with the business needs of the Agency. In this case, the Agency will contact the person in the Reserve List and ask in writing his/her interest in such contractual arrangement.

**All selected applicants will need to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate (SECRET UE/EU SECRET level).**

A Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, which shows the level of EU Classified Information (EUCI)\(^9\) to which that individual may be granted access (SECRET UE/EU SECRET or above), the date of validity of the relevant PSC and the date of expiry of the certificate itself.

Applicants who currently hold a valid security clearance shall provide a copy of the security clearance to eu-LISA and specify the issuing authority, level and date of expiry. In case the validity of the security clearance expires within six months, the renewal procedure will be initiated expeditiously.

Note that the necessary procedure for obtaining a PSCC can be initiated on request of the employer only, and not by the individual applicant.

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

**9. PROTECTION OF PERSONAL DATA**

eu-LISA ensures that applicants’ 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\(^20\). Please note that eu-LISA will not return applications to the applicants.

The legal basis for the selection procedures of Temporary Staff (TA 2 f) are defined in the Conditions of Employment of Other Servants of the European Communities\(^21\).

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.

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\(^21\) CEOS, in particular the provisions governing conditions of engagement in Title II.
The information provided by the applicants will be accessible to a strictly limited number of HRU staff members, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the Legal Officer of eu-LISA. Almost all fields in the application form are mandatory; the answers provided by the applicants 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. Our data storage policy is as follows:

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

All applicants 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, applicants 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’ submission.

Any substantiated query concerning the processing of his/her personal data should be addressed to the HRU of the Agency at eu-LISA-RECRUITMENT@eulisa.europa.eu.

Applicants 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).

10. APPEAL PROCEDURE

If an applicant considers that he/she has been adversely affected by a particular decision, he/she 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 3 (three) months. The time limit for initiating this type of procedure starts from the time the applicant is notified of the act adversely affecting him/her.

11. APPLICATION PROCEDURE

In order for application to be valid and considered eligible, the applicant is required to create an account in eu-LISA e-Recruitment tool, fill in the personal and CV information as well as eligibility and selection criteria checklists.

If you wish to apply for a position at eu-LISA, you must apply to a vacancy via the e-Recruitment tool. eu-LISA does not accept applications submitted by any other means (e.g. e-mail or post), or any speculative applications.
The closing date for submission of applications is: **25 August 2020 extended until 08 September 2020** at 23:59 EEST (Eastern European Summer Time) and 22:59 CEST (Central European Summer Time).

Applicants are strongly advised **not to wait until the last day** to submit their applications, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. eu-LISA cannot be held responsible for any delay due to such difficulties. Once the applications have been received by eu-LISA e-Recruitment tool, applicants will receive an automatic acknowledgement message by e-mail confirming the receipt of the application.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false, the applicant in question will be disqualified.

In case of any queries about the selection process, please contact us via e-mail: **eulisa-RECRUITMENT@eulisa.europa.eu**.

You will be requested to supply documentary evidence in support of the statements that you make for this application if you are selected for further steps of the selection procedure.

Please note that the time period between the closing date for applications submission and the end of the short listing applicants for the interview may take up to several months.