

## VACANCY NOTICE

Ref. No: eu-LISA/19/CA/FGIII/3.1

<b>Position:</b>	<b>General Services Assistant</b>
<b>Department/Unit/Sector:</b>	Corporate Services Department/Corporate Services Unit/General Support Services Sector
<b>Function Group/Grade:</b>	Contract Agent/FGIII
<b>Location:</b>	Strasbourg, France and/or Tallinn, Estonia
<b>Purpose:</b>	establishing a reserve a list
<b>Level of Security Clearance:</b>	SECRET UE/EU SECRET <sup>1</sup>
<b>Closing date for applications</b>	<b>24 April 2019<sup>2</sup> at 23:59 EET and 22:59 CET</b>

### 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, the new eu-LISA Regulation<sup>3</sup> entered into force on 11 December 2018.

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

eu-LISA is responsible for the long-term operational management of the European Asylum Dactyloscopy Database (Eurodac)<sup>4</sup>, the second generation Schengen Information System (SIS II)<sup>5</sup> and the Visa Information System (VIS)<sup>6</sup>. These systems are essential for the normal functioning of the Schengen Area, for the efficient border management of its external borders as well as for the implementation of common EU

<sup>1</sup> EC Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information

<sup>2</sup> Date of publication: 21 March 2019

<sup>3</sup> Regulation (EU) No 2018/1726 of the European Parliament and of the Council of 14 November 2018, OJ L 295, 21.11.2018, p. 99.

<sup>4</sup> Regulation (EU) No 603/2013 of the European Parliament and Council of 26 June 2013.

<sup>5</sup> Regulation (EC) No 1987/2006 of the European Parliament and of the Council of 20 December 2006 on establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 381, 28.12.2006, and Council Decision 2007/533 JHA of 12 June 2007 on the establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 205, 7.08.2007.

<sup>6</sup> Regulation (EC) No 767/2008 of 9 July 2008 of the European Parliament and the Council concerning the Visa Information System (VIS) and the exchange of data between member States on short-stay visas (VIS Regulation), OJ L 218, 13.08.2008.

asylum and visa policies. The Agency may also be made responsible for the preparation, development and operational management of other large-scale IT systems in the area of freedom, security and justice, if so provided by relevant legislative instruments based on Articles 67 to 89 of the Treaty on the Functioning of the European Union (TFEU). As of December 2017, the Agency has been made responsible for the development and operational management of the European Entry/Exit System (EES)<sup>7</sup>. As of 9 October 2018, the Agency has been entrusted with the development and operational management of the European Travel Authorization and Information System (ETIAS)<sup>8</sup>. The Agency may also be 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-TCN)<sup>9</sup>, provided that co-legislators adopt the required legal instrument. The Agency will be also entrusted subject to the adoption of the relevant legislative instruments, with the development of interoperability solutions between large-scale IT systems as foreseen in the Proposals on Interoperability of December 2017<sup>10</sup>.

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 information and communication management to ensure that the public and interested parties are rapidly given objective, reliable and easily understandable information with regards to its work; reporting, publishing, monitoring and 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/>

## 2. THE CORPORATE SERVICES UNIT

The Corporate Services Unit is organized in two Sectors:

- Corporate IT Services Sector;
- General Support Services Sector.

General Support Services includes the portfolios of Facilities, Logistics and Supplies, Missions and Document Management.

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<sup>7</sup> Regulation (EU) 2017/2226 of the European Parliament and of the Council of 30 November 2017 establishing an Entry/Exit System (EES), OJ L 327/20, 9.12.2017. Corrigendum to Regulation (EU) 2017/2225 of the European Parliament and of the Council of 30 November 2017 amending Regulation (EU) 2016/399 as regards the use of the Entry/Exit System (OJ L 327, 9.12.2017), OJ L 312, 7.12.2018.

<sup>8</sup> Regulation (EU) 2018/1240 of the European Parliament and of the Council of 12 September 2018 establishing a European Travel Information and Authorisation System (ETIAS) and amending Regulations (EU) No 1077/2011, No 515/2014, (EU) 2016/399, (EU) 2016/1624 and (EU) 2017/2226 and Regulation (EU) 2018/1241 of the European Parliament and of the Council of 12 September 2018 amending Regulation (EU) 2016/794 for the purpose of establishing a European Travel Information and Authorisation System (ETIAS), OJ L 236, 19.09.2018.

<sup>9</sup> Proposal for a Regulation of the European Parliament and of the Council establishing a 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 Information System (ECRIS-TCN system) and amending Regulation (EU) No 1077/2011, COM(2017) 344 final.

<sup>10</sup> COM(2017) 794 final, 2017/0352 (COD) and COM(2017) 793 final, 2017/0351 (COD).

Corporate IT Services Sector responsibilities includes all the necessary IT operations from a network, system, storage and application perspective that the Agency needs to run its every-day business in its 2-site locations (Strasbourg, France and Tallinn, Estonia) and its liaison office in Brussels, Belgium. The Sector is responsible for development, evolution and maintenance of corporate IT infrastructure and corporate IT applications.

### **3. DUTIES**

Supporting the Head of Corporate Services Unit and the General Services Officer in achieving the objectives of the core task of the Agency, namely the maintenance and services of work facilities to ensure that they meet the needs of the Agency and its employees, the General Services Assistant shall be responsible for:

- Supporting the General Services Officer in his duties by active participation and hands-on approach ensuring a suitable, safe and healthy working environment and conditions;
- Collecting and processing internal requests related to maintenance of the office space;
- Keeping all documentation related to eu-LISA equipment and premises in order;
- Supervising the services delivered by external providers as cleaning, maintenance etc.;
- Managing the technical equipment contracts (electricity, UPS, large scale generator sets, air conditioning, security devices, video, audio, projectors, microphones);
- Supporting the General Services Officer in reviewing monthly reports on technical work of relevant contractors and reviewing their proposals for the necessary replacements of technical elements of systems, if needed;
- Conducting preliminary market research to identify potential contractors in the area of facility management and maintenance, insurance, logistics and office supply;
- Preparing relevant technical documentation for the submission to Procurement Sector in order to publish calls for tenders related to technical equipment, logistics, supply, insurance and the facility management at eu-LISA;
- Acting as Operational Initiating Agent for budgetary commitments and payments, monitoring relevant budget lines utilisation related to furniture, facility management and maintenance, insurance, logistics and supply;
- Supporting, ensuring training and awareness, and contributing to the implementation of rules and processes regarding security, insurances and health and safety at work.

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.

### **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 post-secondary education attested by a diploma,  
OR

a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of three years following the award of the diploma giving access to this function group;

***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<sup>11</sup> and enjoys his/her full rights as a citizen<sup>12</sup>;
- 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<sup>13</sup> 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**

### **4.2.1. Professional experience and knowledge**

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

- at least 3 (three) years of proven full-time professional experience in facilities assistance by helping to oversee and to manage the day-to-day operations of a building or facility;
- proven experience in managing contracts and business relations with external service providers;
- proven experience or capacity in drafting technical specifications in the frame of logistics, supply, facility and office maintenance;
- knowledge of the EU procurement and financial rules;
- knowledge of safety principles and practices;

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<sup>11</sup> 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 the new eu-LISA Regulation.

<sup>12</sup> 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.

<sup>13</sup> 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 82 (3)d of the Conditions of employment of other servants of the European Communities.

- work record attesting ability to read, analyse and interpret complex technical documents and instructions,;
- work record attesting ability to present facts, information concerning operational effectiveness and service levels, and recommendations to the management effectively both orally and in writing;
- strong drafting and communication skills in English both orally and in writing, at least at the level B2<sup>14</sup>;
- For candidates indicating the location Strasbourg, France, strong drafting and communication skills in French both orally and in writing, at least at the level C1<sup>15</sup>.

**4.2.2. The following attributes would be advantageous:**

- knowledge and familiarity with European administrative working procedures and practices;
- professional experience in a multicultural environment;
- familiarity with healthy working environment standards and Green Office concepts.

**4.2.3. Personal qualities**

- high level of capability to organise and plan the work;
- ability to cope with stress in relation to demanding tasks, heavy workload, time pressure, tight deadlines and capacity respond to changes in a rapidly evolving work environment;
- pro-activeness and ability to handle multiple tasks, when required;
- strong sense of initiative, responsibility and commitment;
- constructive, positive and service oriented attitude;
- excellent problem-solving and conflict-resolution skills;
- ability to negotiate and communicate clearly and precisely at all levels both orally and in writing;
- capacity to establish and maintain inter-personal relations in cross-cultural environment.

**The working language of eu-LISA is English. Therefore, the ability to communicate in English is an essential requirement.**

## **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.

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<sup>14</sup> Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

<sup>15</sup> Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

## 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;
- All the eligible applications are evaluated by the Selection Committee based on a combination of certain selection criteria defined in the vacancy notice. 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 short-listed for an interview phase, which will be complemented by a written competency test;
- During the interview phase, the Selection Committee examines the profiles of applicants and scores the applicants in accordance with the selection criteria;
- In order to be considered for inclusion on the reserve list, an applicant must receive at least 60% 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;
- The reserve list established for this selection procedure will be valid until 31 December 2022 (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;
- The 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;
- Each applicant invited for an interview phase will be informed by letter 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 Contract Staff, pursuant to Article 3a(b) of the Conditions of Employment of Other Servants of the European Communities (CEOS). The engagement will be in the Function Group FGIII, grades 8, 9 or 10 depending on the length of professional experience.

The pay of staff members consists of a basic salary in EUR weighted by the correction coefficient (for Strasbourg, France 116.7% and Tallinn, Estonia 82.2%) and paid in EUR<sup>16</sup>.

**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 initial daily subsistence allowance. The provisions guiding the calculation of these allowances can be consulted in Annex VII of the Staff Regulations available at the following address:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The complete salary table is available in Article 93 of the CEOS.

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.

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.

For further information on working conditions of Contract Staff, please refer to CEOS: <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The initial duration of the contract will be set up to five years depending on the budget availability.

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<sup>16</sup> The correction coefficient is subject to a regular update.

**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) to which that individual may be granted access (CONFIDENTIEL UE/EU CONFIDENTIAL or above), the date of validity of the relevant PSC and the date of expiry of the certificate itself. For more information about EUCI please consult the Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information.

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 (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data<sup>17</sup>. The new Regulation<sup>18</sup> entered into force on 11 December 2018.

Please note that eu-LISA will not return applications to the applicants.

The legal basis for the selection procedures of Contract Staff (Article 3a(b)) are defined in the Conditions of Employment of Other Servants of the European Communities<sup>19</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 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:

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<sup>17</sup> 12.1.2001, OJ, L 8

<sup>18</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>19</sup> CEOS, in particular the provisions governing conditions of engagement in Title IV.



- 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 [eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu). Applicants 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)).

## 10. APPEAL PROCEDURE

If an applicant considers that he/she has been adversely affected by a particular decision, he/she can submit 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 e-mail address:

[eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu) or mail address:

**eu-LISA**

**(European 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 submitted 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. email or post), or any speculative applications.

**Please indicate in the motivation letter for which location you wish to be considered – Tallinn, Estonia and/or Strasbourg, France.**

The closing date for submission of applications is: **24 April 2019 at 23:59 EET (Eastern European Time) and 22:59 CET (Central European 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.**

Due to the large volume of applications, eu-LISA regrets to inform that only applicants selected for further steps of the selection procedure will be contacted.

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