

VACANCY NOTICE – Information Technology Assistant – Operations Services Centre (FGIII) Ref. eu-LISA/25/CA/FGIII/5.1



Sector and Unit	Operations Services Centre Sector/ Operations Unit
Contract Duration	Initial contract of 5 years subject to renewal
Function Group/Grade	FGIII (Contract Staff)
Place of Employment	Strasbourg (France)
Working model	On site – 24/7/365 shift work - permanent relocation required
<u>Level of Security Clearance</u>	SECRET UE/EU SECRET
Deadline for Application	28 April 2025 ¹ 12:59 pm Tallinn time / 11:59 am Strasbourg time
Validity of the Reserve List	31 December 2028

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: 25 March 2025

About the unit

The Operations Unit (OPU) is responsible for the 24/7 operational management of Justice and Home Affairs (JHA) information systems and services entrusted to eu-LISA, with a view to ensuring uninterrupted systems availability and high-level performance for the EU's JHA community. To that end, OPU staff monitors the operation and performance of JHA systems on a 24/7 basis and provides round-the-clock end-user support via a dedicated service desk, while also performing stand-by duty at the backup site (BCU) in Austria.

To ensure high-level performance and high-quality services, OPU coordinates eu-LISA's operational resolution processes related to incidents and problems, while also providing technical support and expertise for systems maintenance.

About the job

The Operations Services Centre is responsible for the operational management of business systems, ensuring their continuous availability in accordance with Service Level Agreements and security requirements. **Please be aware that this position involves shift work in a real-time 24/7/365 environment. Based on the assigned shift, this means working during both daytime or nighttime hours, including weekends and public holidays, with a required physical presence on-site.**

As an Information Technology Assistant – Operations Services Centre you will work across the domains of service support, service resilience and service enablement. You will act as first point of contact, detect, record, analyse and resolve incidents and service requests or escalate them to higher level support.

The main objective of your role is to enhance the customer experience by providing timely and effective service support while proactively monitoring, detecting and responding to events and incidents.

You will have the opportunity to join a fast-paced work environment dedicated to large-scale IT systems in the area of Justice and Home Affairs. In close collaboration with a transversal and multi-disciplinary team, you will ensure continuous operational monitoring and response, service desk and cyber defence operations for the large-scale IT systems.

Working under the supervision of the Head of Operation Service Centre Sector and reporting to the Head of the Operations Unit you will be responsible for the following main tasks and responsibilities:

CONTINUOUS MONITORING & INCIDENT RESPONSE

- Ensure 24/7 monitoring, detection and response for Core Business Systems.
- Assess and manage cybersecurity alerts, incidents, and digital forensics.
- Maintain records, develop incident response plans, and support stakeholders through escalation and coordination.
- Contribute to detection engineering and to continuous improvements of alerting, monitoring and response procedures and processes.

SERVICE DESK

- Act as the 24/7 primary contact for stakeholders and handle incidents, service requests, and operational communication.
- Manage identity and access control, digital certificates, and daily operations.
- Provide reporting on statistics and operational intelligence and update relevant documentation.

KNOWLEDGE AND INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM)

- Maintain a knowledge database and support ITSM quality management and tool administration.

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 Switzerland and you enjoy full rights as a citizen²;
- You produce the appropriate character requirements for the duties involved;
- You are physically fit to perform your duties³;
- You have fulfilled any obligations imposed on you by the laws concerning military service.

Education and Professional experience

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

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 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.

³ 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 (minimum [level C1](#)) of one of the 24 EU official languages and a satisfactory knowledge (minimum level B2) of another official EU language to the extent necessary for performing the duties.

Selection Criteria

Your suitability for this role will be assessed against the following criteria:

Professional experience and knowledge

1. You have experience working in 24/7 shifts or on on-call rotations.
2. You are skilled in the triage and troubleshooting of technical issues.
3. You have experience with monitoring tools such as Grafana, Splunk, Nagios, Icinga or equivalent.
4. You are experienced in executing standard IT operations processes, including monitoring and event management, incident management, change management, service request management and service desk activities.
5. You have knowledge of enterprise level technologies such as UNIX, Linux, databases, and networking.

Personal competencies

6. You embody 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).
7. You communicate efficiently and clearly with different types of stakeholders.
8. You thrive under pressure. You stay composed in high-stress situations and can manage multiple tasks simultaneously.
9. You are technically curious and a fast learner. You enjoy taking things apart, understand how they work, and solve complex problems.

Language

10. You have strong communication skills in English at a minimum C1 level.

Advantageous

11. You have knowledge of Identity and Access Management (IAM) and Public Key Infrastructure (PKI).
12. You hold ITIL Certifications.

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, 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.

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)⁴ prior to the shortlist phase;
- In the shortlist phase⁵ 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 English⁶;
- 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;
- 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.

⁴ 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.

⁵ Same applies as per previous footnote.

⁶ As English is eu-LISA's working language, the selection procedure will be predominantly conducted in English, except when English is the mother tongue of a candidate or when the mother tongue of the candidate is not an official language of the European Union. In these cases, some of the interview and/or written test questions may be asked in the language indicated as their 2nd EU language.

English is eu-LISA's working language. Any communication related to the selection procedure will be 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. 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.

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 III, grades 8, 9 or 10, depending on the length of professional experience.

The remuneration of a staff member consists of a basic salary (currently EUR 3.335,94 for grade 8, EUR 3.774,40 for grade 9 and EUR 4.270,48 for grade 10⁷) weighed by the correction coefficient⁸ (114.2% for Strasbourg, France) and paid in EUR⁹.

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 and in a different eu-LISA location than the one stated in the vacancy notice 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.

⁷ Working conditions of temporary staff in [CEOS](#)

⁸ The correction coefficient is subject to a regular update.

⁹ 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 data¹⁰.

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 Communities¹¹.

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;

¹⁰ 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.

¹¹ 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.

