

**Publication of Vacancy Notice  
ICT and Facility Manager**

**Ref.: TA-ICTF-AD7-2009**

**JOB PROFILE**

**Job Framework**

**Job Title:** ICT and Facility Manager  
**Job Location:** Vienna, FRA, Administration Department  
**Area of activity:** ICT Management  
**Grade:** AD 7  
**Status:** Temporary Agent

**Job Content**

**Overall purpose:**

The Administration Department is responsible for supporting the operational work of the Agency enhancing its ability to function as a best-practice, knowledge-based, lean and service-oriented public body.

The Department Administration is composed of the following three teams:

- Team Finance and Procurement
- Team Quality Management
- Team ICT and Facility Services

**Functions and Duties:**

The job holder, with the support of the ICT and Facility team will work under the supervision of the Head of Administration.

She/he will be in charge of the Agency's ICT and Facility Services Team.

The responsibilities of the successful candidate will be to:

- Assist the Head of Administration in the ICT Work plan, facility and logistics management definition and execution of the annual and multi-annual plans;
- Design, implement and manage the Agency's ICT infrastructure and business automation tools using innovative approaches;
- Organize and provide the ICT and Facility strategy and planning including building management;
- Prepare the budget planning and allocation, ensuring effective and efficient response to facility and logistic support requests;
- Develop and implement the ICT and Facility policies and ICT and Facility services in the Agency;
- Ensure an effective and efficient usage of ICT and Facility resources;
- Manage and coordinate the Agency's ICT and Facilities team;
- Assist in the procurement procedures for ICT and Facility equipment and systems; undertake contract management, preparation of call for tenders (market surveys, drafting technical specifications, drafting general and specific legal contractual clauses, drafting reports) following the financial regulations of the Agency;
- Define and document the Agency's Facility and Logistics Management Plans, processes and procedures, including business continuity and disaster recovery, facility security and safety;
- Be responsible for the Agency's Security and Safety issues including drafting and maintenance of related policies;
- Be responsible for the Agency's inventory;
- Organize consultancy, technical and administrative assistance for IT-intensive Agency projects;
- Establish effective working relationships with all related parties;
- Other related tasks as required by the Head of Department.

## **JOB REQUIREMENTS**

<b>Qualifications and experience required</b>
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### **A. Eligibility criteria**

Candidates will be considered for the selection phase on the basis of the following criteria to be fulfilled by the deadline for applications:

- (a) A level of education which corresponds to completed university studies attested by a diploma in information technology, computer science, engineering or equivalent when the normal period of university education is four years or more and, after having obtained the university degree, at least 6 years of professional experience;

OR

A level of education which corresponds to completed university studies attested by a diploma in information technology, computer science, engineering or equivalent when the normal period of university education is three years and, after having obtained the university degree, at least 7 years of professional experience;

- (b) Thorough knowledge of one of the official languages of the Communities and a satisfactory knowledge of another language of the Communities<sup>1</sup>;

Furthermore, in order to be eligible candidates must:

- Be a citizen of one of the Member States of the European Union;
- Be entitled to his or her full rights as a citizen<sup>2</sup>;
- Have fulfilled any obligations imposed on them by the laws on military service;
- Be physically fit to perform the duties linked to the post<sup>3</sup>.

## **B. Selection criteria**

### **Essential**

- Minimum of 3 years working experience acquired in positions related to the profile of the post;
- Relevant professional experience in ICT and Facility management, service support, strategic planning, handling of ICT and Facility projects,
- Programme, budget and financial management responsibilities related to ICT activities and Facility Services;
- Excellent abilities to identify and analyze provided information, evaluate alternative solutions objectively and make sound, logical and well-argued judgments;

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<sup>1</sup> In addition, in order to be eligible for their first promotion, staff members have to have a working knowledge of a third EU language, as described in the applicable Staff Regulations and Implementing Rules.

<sup>2</sup> Prior to appointment, successful applicants will be required to produce an official document showing that they do not have any criminal record.

<sup>3</sup> Before being engaged, successful applicants will be required to undergo a medical examination to ensure that they fulfil the requirements of article 12(2)(d) of the Conditions of Employment of other Servants of the European Communities.

- Ability to motivate the ICT and Facility team in a multicultural environment;
- Service-oriented approach and experience in managing helpdesk activities;
- Project Management experience: proven capacity to plan, supervise, control monitor ICT and Facility projects;
- Planning of the procurement activities related to ICT equipment and Facility services;
- Contract management: proven capacity to manage outsourced contracts and supervise external resources;
- Excellent team-leading, cooperation, communication and interpersonal and drafting skills;
- Excellent computer literacy and familiarity with the most widespread electronic office equipment (word processing, spreadsheets, power point, e-mail, internet);
- Excellent knowledge of modern ICT tools and technologies.

### **Advantageous**

The following characteristics will be considered as additional assets:

- Good knowledge of EC financial rules;
- Excellent written English, and ability to summarise complex and technical issues in layman's terms, including ability to produce written reports;
- Work experience in a multicultural/multilingual environment;
- Knowledge and hands-on experience in public procurements.

## **SUBMISSION OF APPLICATIONS**

Candidates are requested to submit their application electronically through the Agency's website: [www.fra.europa.eu](http://www.fra.europa.eu)

**Only** online applications will be accepted. An application will be deemed admissible only if it includes a **motivation letter** (preferably no more than one page) a **CV in Europass format** (other formats will not be considered) and an **eligibility and selection criteria grid**.

Information concerning the status of the selection procedure can be found at the following address:

[http://fra.europa.eu/fraWebsite/recruitment/recruitment\\_en.htm](http://fra.europa.eu/fraWebsite/recruitment/recruitment_en.htm)

## **EQUAL OPPORTUNITIES**

The FRA urges anyone meeting the eligibility criteria and interested in the position to apply. The FRA is an equal opportunities employer and ensures that its recruitment procedures do not discriminate on the basis of gender, colour, racial, 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, or any other status.

## **SELECTION PROCEDURE**

A Selection Board is nominated by the Appointing/Contracting Authority.

Eligibility of candidates will be assessed according to compliance with all formal requirements by the closing date for the submission of applications. The applications of the eligible candidates will be reviewed in accordance with the selection criteria as specified in the publication notice. The selection board will select the candidates that obtain at least 60% of the total points available to rank their compliance with the selection requirements. Those candidates who have obtained at least 60% will be invited to attend an interview. The interview will mainly be held in English and the candidates will undergo a written test in English. The interview will take place in Vienna (Austria), where the Agency has its seat and where the place of employment is.

Candidates invited to an interview will be requested to submit, on the day of the interview, a non-certified copy of their diploma(s) and evidence of their professional experience, clearly indicating the length and nature of their experience and whether full time or part time work. If, for reasons of confidentiality a candidate is unable to provide the necessary statement for their current employment, he/she must provide photocopies of the contract, the letter of recruitment and/or the first pay slip. The candidate must in any event provide a copy of the latest pay slip. However, prior to contract signature, the successful candidate/s will be requested to provide FRA with original or certified copies of all relevant documents proving the eligibility requirements.

Successful candidates will be included on a reserve list drawn up by the Selection Board. This reserve list will be proposed to the appointing/contracting authority of the FRA. The appointing/contracting authority will decide on the establishment on the reserve list. This reserve list will be valid for 12 months from the date of its establishment (the validity of the reserve list may be extended). Each candidate will be informed by letter whether or not he/she has been placed on the reserve list. Candidates should note that inclusion on a reserve list does not guarantee recruitment.

On the basis of the adopted reserve list, the appointing/contracting authority of the FRA may offer a contract of engagement.

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

Due to the large volume of applications, the Agency regrets that only candidates selected for the interviews will be contacted. Applicants are invited to follow the recruitment process on the FRA website.

## **ENGAGEMENT AND CONDITIONS OF EMPLOYMENT**

A temporary agent contract will be offered pursuant to Article 2(a) of the Conditions of Employment of Other Servants of the European Communities for an indefinite period. The successful candidate will be recruited in the grade AD 7. The basic monthly salary for the grade AD 7 (Step 1) is € 5.364,07. In addition to the basic salary, staff members may be entitled to various allowances, in particular a household allowance, expatriation allowance (16% of basic salary + household allowance), dependent child allowance and education allowance. The salary is subject to a Community tax deducted at source and it is exempt of national taxation.

FRA also offers a comprehensive welfare package including pension scheme, medical, accident and occupational disease insurance coverage, unemployment and invalidity allowance and travel insurance.

Under certain circumstances, in particular where staff members are obliged to change their place of residence in order to take up employment, the Agency may also reimburse various expenses incurred on recruitment, notably removal expenses.

For any further information on the contractual and working conditions please refer to the Staff Regulations of Officials of the European Communities and the Conditions of Employment of other Servants of the European Communities which is accessible at the following address:

[http://ec.europa.eu/dgs/personnel\\_administration/statut/tocen100.pdf](http://ec.europa.eu/dgs/personnel_administration/statut/tocen100.pdf)

## **PROTECTION OF PERSONAL DATA**

Please note that FRA will not return applications to candidates. The personal information FRA requests from candidates will be processed in line with Regulation (EC) N° 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. This applies in particular to the confidentiality and security of such data.

Personal data shall be processed solely for the purpose of the selection procedure.

Should the candidate have any query concerning the processing of his/her personal data, he/she shall address them to the following address:

recruitment@fra.europa.eu.

## **APPEAL PROCEDURES**

If a candidate 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 Communities and Conditions of employment of other servants of the European Communities, at the following address:

The Director  
European Union Agency for Fundamental Rights  
Schwarzenbergplatz 11  
A-1040 Vienna  
Austria

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure start to run from the time the completion of the selection procedure is published on the Web-site at the following link:

[http://fra.europa.eu/fra/index.php?fuseaction=content.dsp\\_cat\\_content&catid=3e1c3319b03eb](http://fra.europa.eu/fra/index.php?fuseaction=content.dsp_cat_content&catid=3e1c3319b03eb)

## **DEADLINE**

Applications must be sent no later than **23/07/2009 at 13:00** (Local time, GMT +1).

**Please note that due to the large number of applications we receive, the system may face problems in processing the large amounts of data when reaching the deadline for submission of applications. We therefore advise to apply well ahead of the deadline.**