

Publication of Vacancy Notice
ICT OPERATIONS OFFICER
Ref.: TA-ICTO-AST4-2011

JOB PROFILE

Job Framework

Job Title: ICT Operations Officer
Job Location: Vienna, FRA, Administration Department
Area of activity: Information Communication Technology
Grade: AST 4
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 Administration Department is composed of the following teams:

- Team Finance and Procurement
- Team Quality Management
- Team ICT and Facilities

Functions and Duties:

The ICT Operations Officer will be working in the team ICT and Facilities under the supervision of the ICT and Facilities Manager and he/she will be responsible to undertake the following tasks:

- Assist in the development, monitoring, support and administration of the data center, network security, storage and back-up operations including management of application servers;
- Design the database architecture; perform database administration, monitor performance and availability of database servers;
- Assist in the architecture and design of software applications;

- Provide 1st, 2nd and/or 3rd level support and assist in the resolution of incidents related to infrastructure and database servers;
- Undertake planned and ad-hoc ICT maintenance operations;
- Assist in the drafting of ICT documentation and ensuring that all technical documentation is kept updated;
- Any other task assigned by the ICT and Facilities Manager and/or the Head of Department.

JOB REQUIREMENTS

Qualifications and experience required

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 post-secondary education attested by a diploma and, following the diploma, at least 6 years professional experience of which 3 years in the field of ICT software development, ICT support and ICT administration,

OR

A level of secondary education attested by a diploma giving access to post-secondary education and following the diploma, at least 9 years professional experience of which 3 years in the field of ICT software development, ICT support and ICT administration.

- (b) Thorough knowledge of one of the official languages of the Communities and a satisfactory knowledge of another language of the Communities¹;

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 citizen²

¹ 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.

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

- Have fulfilled any obligations imposed on him/her by the laws on military service
- Be physically fit to perform the duties linked to the post³

B. Selection criteria

Essential

Candidates selected on the basis of the above eligibility criteria will then be evaluated according to the following selection criteria:

- Excellent experience of Microsoft based infrastructure including excellent experience of Microsoft Server, IIS, MS Exchange and Active Directory;
- Very good experience of administering MS-SQL 2005 or later and designing database architectures;
- Experience in Microsoft Database Management System including data modeling, SQL language, reporting, optimization and maintenance tools;
- Experience of installing and managing SharePoint 2007 (or higher) server farms;
- Hands-on administration experience of ICT systems and network infrastructure technologies as well as ICT security using tools such as MS System Center, MS Operations Manager;
- Experience in virtualization techniques using Microsoft Hyper-V or equivalent technologies as well as in load-balancing techniques;
- Excellent communication, organizational and interpersonal skills;
- Service oriented, flexible and with the ability to work effectively within a multicultural environment.

Advantageous

The following skills will be considered as additional assets:

- Knowledge of IT service management frameworks, e.g. ITIL evidenced by respective training and/or certification;
- Microsoft certifications or specialized trainings in network and database management;
- Very good command of spoken and written English;
- Working experience in a European or international setting.

³ 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.

SUBMISSION OF APPLICATIONS

Candidates are requested to submit their application electronically through the Agency's website: 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 a fully filled in **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/about_fra/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.

In case of a disability or if candidates find themselves in a particular situation which could cause difficulties during the interviews and tests, they should tick the appropriate box in the on-line application form and indicate which arrangements they consider necessary to enable them to take part in the interviews and tests.

SELECTION PROCEDURE

A Selection Committee 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 vacancy notice. The Selection Committee will select the candidates that obtain at least 60% of the total points available to rank their compliance with the selection requirements. The Agency will invite for an interview the top 10 candidates among those who have obtained at least 60%. 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 Committee. 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. The reserve list may be used for future recruitment, should vacancies arise. 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 Committee'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 AST 4. The basic monthly salary for the grade **AST 4 (Step 1) is € 3.844,31**. 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.

Moreover, FRA offers different opportunities of schooling services through service level agreements with international schools and pre-school establishments, and has introduced policies on teleworking and flexitime in its attempt to reconcile work and private life.

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://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20100101:EN: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/fraWebsite/about_fra/recruitment/recruitment_en.htm

DEADLINE

Applications must be sent no later than **22/07/2011 at 13:00** (Local time).

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.