

Publication of Vacancy Notice
ICT Helpdesk Support Officer
Ref.: CA-ICTHELDE-FGIII-2017

JOB PROFILE

1. Job Framework

Job Title:	ICT Helpdesk Support Officer
Job Location:	Vienna, European Union Agency for Fundamental Rights (FRA), Corporate Services Department
Area of activity:	ICT and Facilities Services
Function Group:	FG III
Status:	Contract Agent

2. Job Content

Overall purpose:

The Corporate Services 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 is composed of the following sectors:

- Quality
- Planning
- Finance and Budget
- Human Resources
- Legal and Contracting
- ICT and Facilities Services

Functions and Duties:

The jobholder will be working in the Corporate Services department, under the supervision of the Head of Sector ICT and Facilities. The responsibilities of the successful candidate will be:

- Installing, configuring and maintaining ICT systems and peripheral devices;

- Provide first line support to end-users for incidents and problems in relation to the ICT infrastructure and systems;
- Receiving, responding and following-up incident and problem resolutions in accordance with the agreed service levels and internal IT procedures;
- Assisting in the maintenance of the network systems and devices including ICT security and back-up operations;
- Assisting and supporting end-users' inquiries relating to MS Windows, MS Office and other office automation applications provided by the Agency;
- Providing training on desktop operating systems and office tools (e.g. MS Word, Excel etc.) and software as required;
- Assisting in the installation of other ICT equipment as required (e.g. telephone systems, photocopiers);
- Performing in ICT related logistics activities including IT inventory exercises;
- Establish and maintain effective working relationships with external and internal parties;
- To possess a forward looking and innovative mind-set in the above fields;
- To perform any other duty requested by the Head of Sector and the Head of Corporate Services.

JOB REQUIREMENTS

3. 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 post-secondary education attested by a diploma¹ and following this diploma, at least two (2) years of professional experience

OR

a secondary education attested by a diploma² giving access to post-secondary education and following the diploma, at least five (5) years of professional experience;

¹ Only diplomas and certificates that have been awarded in EU Member States or that are the subject of equivalence certificates issued by authorities in the said Member States shall be taken into consideration. In the case that an equivalence certificate was issued, this should as well have been done by the deadline for application.

² See Footnote 1.

- (b) Thorough knowledge of one of the official languages of the European Union and a satisfactory³ knowledge of another of the EU official languages;

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/her full rights as a citizen⁴;
- Have fulfilled any obligations imposed on them by the laws on military service;
- Be physically fit to perform the duties linked to the post⁵.

B. Selection criteria

Candidates selected on the basis of the above eligibility criteria will then be evaluated according to the following selection criteria, which must be clearly specified in the applicant's Europass CV.

Essential

- Proven professional experience of minimum 2 years working as ICT Helpdesk support and dealing with end-user ICT requests and reported incidents;
- Proven professional experience of Microsoft based technologies in particular administering and configuring Microsoft Windows, Microsoft MS Exchange 2013 and Active Directory;
- Proven experience in managing Microsoft Windows Server 2012 or later versions;
- Proven professional experience in the installation and updating (patching) of Windows based software applications and ICT peripheral devices such as telephones and printers;
- Knowledge of MS Skype for Business;
- Excellent problem solving skills and the ability to determine the most appropriate solution to an identified incident or problem;

³ The level of knowledge considered satisfactory for the second language is B2. Please refer to <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

⁴ Prior to appointment, successful applicants will be required to produce an official document showing that they do not have any criminal record.

⁵ Before being engaged, a member of the contract staff shall be medically examined in order that the Agency may be satisfied that he/she fulfils the requirements of Article 83 of the Conditions of Employment of Other Servants of the European Communities.

- Ability to independently organise and prioritise a number of parallel activities (tasks, incidents, problems, service requests) and follow through until their completion;
- Proven ability to work under pressure, service oriented, flexible and with ability to work effectively within a multicultural team;
- Very good command of spoken and written English.

Advantageous

The following characteristics will be considered as additional assets:

- Experience using ICT Helpdesk systems like Microsoft System Configuration Manager and or similar;
- Experience in working in a multicultural environment.

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 **CV in Europass format** (other formats will not be considered);
- a **motivation letter** (preferably no more than one page);
- 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/en/about-fra/recruitment/vacancies>.

In case you experience technical problems during your application please contact, within the above mentioned deadline, the e-mail address below providing an explanation of the issue: recruitment@fra.europa.eu.

DEADLINE

Applications must be sent no later than **14/12/2017 at 13:00** (Vienna Local time).

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

EQUAL OPPORTUNITIES

FRA urges anyone meeting the eligibility criteria and interested in the position to apply. FRA is an equal opportunities employer and encourages applications without distinction 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, nationality, age, sexual orientation or gender identity.

FRA encourages candidates with disabilities to apply. If you consider yourself to have a physical, mental, intellectual or sensory disability, please tick the appropriate box on the on-line application form and indicate any adjustments or arrangements, relating to your disability, so FRA can ensure your full and equal participation in the interview and tests.

Female candidates are encouraged to apply.

SELECTION PROCEDURE

A Selection Committee is nominated by the Appointing Authority of FRA.

Eligibility of candidates will be assessed according to compliance with all formal requirements by the closing date for the submission of applications (see section 3.A).

Only the applications of eligible candidates will be evaluated in accordance with the selection criteria as specified in the publication notice (see section 3.B). **The Agency will invite for an interview the top 8 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. 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 Authority of FRA. The Appointing 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).The reserve list may be used for future recruitment,

should vacancies arise. 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 Authority of 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 contract will be offered as a member of the contract staff pursuant to Article 3(a) of the Conditions of Employment of Other Servants of the European Union for a fixed period of 2 years. The contract may be renewed.

The successful candidate will be recruited in Function Group III. The grade (8, 9 or 10) will be determined in accordance with the number of years of experience of the successful candidate (i.e. professional experience of up to 7 years for grade 8; professional experience of more than 7 years for grade 9 and professional experience of more than 15 years for grade 9). The basic salary for grades 8, 9 and 10 are respectively € 2619,87, € 2964,22 and € 3353,83.

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 Union 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.

Additional information on Contract Agents can be obtained from the web site of the European Commission at the following address:

http://ec.europa.eu/civil_service/job/contract/index_en.htm.

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

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

DATA PROTECTION

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

Please note that FRA will not return applications to candidates. The personal information FRA requests from applicants 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.

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.

For further information with regard to the processing of personal data, please see FRA's [Privacy Statement](#).

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 and Conditions of employment of other servants of the European Union, 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/en/about-fra/recruitment/vacancies>.

If the complaint is rejected, the candidate has the right to submit a judicial appeal to the General Court.

Arrangements for judicial appeals are as follows:

Procedure: please consult the website of the General Court (<http://curia.europa.eu/jcms/>).

It is also possible to lodge a complaint to the European Ombudsman pursuant to Article 228(1) of the Treaty on the Functioning of the European Union and in accordance with the statute of the Ombudsman and the implementing provisions adopted by the Ombudsman. Before the Ombudsman can accept a complaint, it is necessary that the complaint is first addressed to the Agency. Any complaint to the Ombudsman must be made within two years of receiving the Agency's final position on the matter. (<http://www.ombudsman.europa.eu>).