EEAS Vacancy Notice Administrator

Administrator

IT – Head of the Business Requirements Sector of the Information Systems Section BA.IBS.6

(EU Staff Members: AD5-12/ Candidates from Member States: AD07)

Job n. 240867

We are:

The European External Action Service (EEAS), which supports the work of the High Representative in defining and implementing an effective and coherent EU foreign policy. The EEAS supports her tasks of conducting the EU's Common Foreign and Security Policy and chairing the Foreign Affairs Council. It also supports the High Representative in her capacity as Vice President of the Commission with regard to her responsibilities within the Commission in the external relations field including the coordination of other aspects of the EU's external action. The EEAS works in close cooperation with Member States, the Council and relevant services of the European Commission.

The EEAS Information Technology Division contributes to EEAS business process effectiveness and efficiency by implementing Information Communication Technology (ICT) services, tools, and infrastructure.

The Division comprises several sections dealing with budget and administration, ICT infrastructure support, Information Systems (IS) development and Information management. It counts 50 statutory posts and subcontracts part of its activities to external contractors (WAN management, Helpdesk & PC Support, IS experts, etc.)

The Information Systems Section is composed of 13 officials (4 AD, 8 AST, 1 AC) and 71 external intra-muros experts. Projects cover all kinds of administrative business processes (finance, human resources, individual rights, document management, real estate management) and external policies domains (early warning systems, field security assessment, enterprise information management, etc.), and offer also collaboration platforms to end-users based on an Enterprise Social Network, Web Content Management platform and Wiki platform.

The Information Systems Section is organised in 3 sectors on the basis of a DESIGN, BUILD and OPERATE model:

- Business Requirements: this sector is in charge of all activities related to design software solutions answering requirements formulated by our business colleagues, as well as to define and populate software development methodologies;
- Development: this sector defines and populates development and testing guidelines as well as to build new applications and changes in existing ones and maintaining the code of existing applications (technical migration, bug-fixing releases, etc.);
- Operations: this sector is in charge of all activities related to the delivery of applications in acceptance and production environments and manages all hosting/housing issues, operates all applications delivered to the our business colleagues, as well as all activities linked to the support to the end-users' communities (assistance, trainings, bug analysis, etc.).

Projects Portfolio and Contracts management is assumed by an Office directly linked to the Head of Information Systems' Section (who is also the Deputy Head of Division).

We propose:

We offer a job of Head of the Business Requirements Sector of the Information Systems Section of the IT Division, involving various technical and administrative tasks to support EEAS activities both at Headquarters and in the EU Delegations.

As Head of the Business Requirements Sector, you will inter alia:

- Define, and assure Information Systems' evolution over years, EEAS software architectures and technical guidelines and standards, as well as IS Security guidelines, BPM and analysis supporting tools to deploy, with the support of specialised Offices and in coordination with EC DiGIT services,
- Plan, coordinate and report on IS construction projects (project management & Analysis part) executed internal or externally by the Business Requirements sector Technical Teams, construction works being assumed by contractors in any case,
- Manage and coordinate Project Managers and Analyst Technical Teams activities belonging to the Business Requirements Sector and follow-up/audit closely the quality of their deliverables and projects' risks,
- Coordinate and report with the other sectors (Development and Operations) and the Head of Section to guarantee smooth transitions of activities between sectors and overall exchange of information about his sector activities,
- Contribute to other guidelines and/or standard (e.g. project & software development management, etc.),
- Manage horizontal IS projects with the support of several technical teams and the other sectors,
- Ensure quality artefacts and supervise/follow-up contracts' deliveries and potential financial penalties due by our contractors in coordination with the IS Section Contracts Manager,
- Act as Operational Verifying Agents for Project Management & Analyst Technical Team contracts.

The job is an exciting position for an experienced Information Systems professional looking for a dynamic working environment and challenging position within a friendly, motivated, organised, and supportive team. We offer easy access to training facilities to improve skills and to keep staff at the top of technology and methodology evolutions. The main working language is English.

We look for:

Eligibility Criteria[1]

In accordance with Article 98 of the Staff Regulations (SR) and in order to meet the needs of the service candidates must:

1. be officials of the EU Institutions, or temporary staff to whom Article 2 (e) of the Conditions of the Employment of Other Servants of the European Union (CEOS)[2] applies or staff from national diplomatic services of the Member States;

2. have the capacity to work in languages of CFSP and external relations necessary for the performance of their duties. Knowledge of other EU languages would be an asset;

3. have at least 2 years' proven, pertinent external relations experience - for staff from national diplomatic services this experience must have been gained from working in a diplomatic service of one of the Member States. Considering the particularities of position and in line with art. 4 of the Decision establishing the EEAS (2010/427/EU), experience in working in other relevant Ministries may be considered.

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[1]   All the eligibility criteria must be met on the closing date for applications to this post.

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

Also, in order to satisfy the requirements set out in Article 12 of the CEOS, Member State applicants must:

4. be nationals of one of the EU Member States;

5. possess a level of education

    a. which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, OR

    b. which corresponds to completed university studies attested by a diploma and relevant professional experience of at least one year when the normal period of university education is at least three years.[3]

6. have gained at least 6 years' full time professional experience. This experience must have been gained after obtaining the four-year diploma or after obtaining the three-year diploma and the one year relevant professional experience

Furthermore, in order to be eligible, **EU staff members** must be in one of the grades **AD5 to AD12** and have the Type of post of the person "ADMINISTRATOR" (AD5-AD7) or "PRINCIPAL ADMINISTRATOR" "(AD8-AD12), or they must be AST officials who have successfully passed the certification procedure.

EEAS staff whose Type of Post of the Person is "Senior administrator in transition" (AD14) and "Principal administrator in transition" (AD13) can also show their interest for this job. If selected, she/he will be transferred in the interest of the service. This transfer in the interest of the service will not modify the Type of Post of the Person. Transfers in the interest of the service under Article 7 SR are only possible within the same Institution; therefore EU officials AD13 and AD14 from other Institutions are not eligible.

Applications from officials currently serving in a Delegation are, in principle, not eligible and may only be considered in the interest of the service or in case of career progression.

In the above paragraph, "career progression" includes AST staff members who have successfully completed the certification procedure and who are applying for their first AD post.

Competition laureates may express their interest for this job, provided that they meet the eligibility requirements set out at points 2 and 3 above. Their candidatures will be considered only in the event that no suitable candidate can be found among EEAS staff, EU officials or staff from diplomatic services of Member States. Should a competition laureate be selected for this job, she/he will be subject to the same obligations of mobility as other EEAS staff members.

SELECTION CRITERIA:

Candidates should:
-   have an excellent ability to maintain diplomatic relations and to ensure representation, communication in a complex, multicultural environment;
-   have an excellent capacity to create constructive working relations with national authorities, international organisations and EU Member States;
-   have the capacity to create constructive working relations with national authorities, international organisations and EU Member States;
-   have a solid background in the fields of Information Systems project management covering development of medium to complex Business multi-tier Web Information Systems' architectures, including projects' risk management as well as artefacts' quality control and audits;

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[3]   The minimum of one year of professional experience required under (b) counts as an integral part of the above qualification and cannot be included in the professional experience required under point 3.

- have good knowledge and/or experience in Project Management methodology (RUP, Agile and/or PM² methodologies and other development and/or project management methodologies) as well as in BPMN, and a proven ability to manage and co-ordinate several software development processes simultaneously;

- have knowledge and/or experience in implementing software development methodologies and tools, as well as drafting technical documentation;

- have experience in leading technologies of the market (e.g. J2EE, etc.) as well as good knowledge of service oriented architecture, web services and Enterprise Architecture principles (e.g. TOGAF);

- have strong drafting, communication and analytical skills combined with sound judgement;

- experience of working in a team in multi-disciplinary and multi-cultural environment;

- have knowledge of external relations, internal policies and functioning of the Union.

- Furthermore:

- an academic and/or technical background in ICT technologies (or similar) commonly used within the EU Institutions, and in particular to these used at the EEAS;

- knowledge in quality assurance methodologies, ITIL, encryption, and PKI, and/or knowledge and/or professional experience in IBM Jazz software development products as well as knowledge of one or more other official languages of the European Union;

- any technical certification in the matters described above, delivered by a market recognised institution and/or instance.

- would be strong assets.

TYPE AND DURATION OF CONTRACT

If the successful candidate is an EU staff member, s/he will be appointed according to Articles 29.1.(a)(i) or (ii) and 98.1 of the Staff Regulations and according to the rules on grade set out above.

If the successful candidate is from a national diplomatic service s/he will be offered a contract as temporary agent under Article 2(e) of the CEOS; such contracts have a maximum duration of 4 years. The appointment will be at AD 7 level.[4].

In accordance with Article 6(11) of Council Decision 427/2010, each Member State shall provide its officials who have become temporary agents in the EEAS under Article 2(e) of the CEOS with a guarantee of immediate re-instatement at the end of the period of service to the EEAS.

All newly engaged temporary agents are required to complete successfully a probationary period of 9 months.

PLACE OF EMPLOYMENT

Brussels, Belgium

SPECIFIC CONDITIONS OF EMPLOYMENT

The successful candidate will be required to undergo security vetting if (s)he does not already hold security clearance to an appropriate level, in accordance with the relevant security provisions.

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[4]   The basic salaries offered by the EU institutions are set out in Article 66 SR, which can be accessed via the link http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF.

Successful candidates will be required to act independently in the public interest and to make a declaration of any interests which might be considered prejudicial to their independence, as set out in the Staff Regulation and CEOS.

EQUAL OPPORTUNITIES

The External Action Service applies an equal opportunities policy.

APPLICATION AND SELECTION PROCEDURE[5]

The procedure will take place in three different and successive steps:

1.   Application

Candidates may apply for one or more of the posts published in the context of this "2017/127 - HQ (AD) **IT – Head of the Business Requirements Sector of the Information Systems Section** – BA.IBS.6" exercise.

Before submitting their application, candidates should carefully check whether they meet all the eligibility criteria in order to avoid automatic exclusion from the selection procedure.

Candidates must apply through the on-line system:

https://webgate.ec.europa.eu/eapplication/index.cfm

To log on to the system, an ECAS (European Commission Authentication Service) password is required; candidates without a password can register to get one through the afore-mentioned link from **21 September 2017**. EU staff members with a professional ECAS account should use that account for their application. A helpdesk facility is available via the "Contact Support" function within the on-line system.

During the on-line application procedure candidates will have to upload their **CV** and **motivation letter** (in English or French). Candidates from the Member States will, in addition, have to upload a copy of their **passport/ID** and a **statement by their Ministry for Foreign Affairs** confirming their membership of a diplomatic service and the Ministry's support for the candidate's application for this post.

All candidates will have the opportunity to follow the progress of their application through the on-line system.

Applications may be made at any point during the period from **21 September 2017 to 19 October 2017 at 17.00 (Brussels time)**. Please note that the only way to submit an application is using the on-line system.

As the system may experience peak activity around the deadline, candidates are strongly advised to submit their application as early as possible. **Late applications will not be accepted.**

For correspondence concerning the selection procedure, please use the following email address:

EEAS-HQ-APPLICATIONS-AD@eeas.europa.eu

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[5]   Your personal data will be processed in accordance with Regulation (EC) 45/2001, as implemented by decision of the High Representative of the Union for Foreign Affairs and Security Policy of 8 December 2011. The privacy statement is available on EEAS zone (http://webgate.eeas.testa.eu/eeas/eeaszone/?q=node/26247) and on the EEAS website (http://eeas.europa.eu/data_protection/rights/index_en.htm).

2. <u>Pre-selection</u>

The selection panel will make a pre-selection on the basis of the qualifications and the professional experience described in the CV and motivation letter, and will produce a shortlist of a limited number of eligible candidates who best meet the selection criteria for the post.

3. <u>Selection</u>

The candidates who have been pre-selected will be invited for an interview so that the selection panel can evaluate them objectively and impartially on the basis of their qualifications, professional experience and linguistic skills, as listed in the present vacancy notice. The selection panel will recommend a shortlist of candidates for a final decision by the relevant Appointing Authority. He/she may decide to interview the candidates on the final shortlist before taking this decision.

It is recalled, that if the interest of the service so requires, the selection procedures can be terminated at any stage and the post be filled by a transfer in accordance with Article 7 of the SR.

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