

EUROPEAN DEFENCE AGENCY (EDA)

Vacancy notice Agency's Contractual Staff

Post	IT Operations Officer
Type of post	Contractual Agent
Function group :	IV
Management of staff	N.A.
Location	Brussels
Indicative starting date	01/04/2019
Level of Security Clearance	SECRET UE/EU SECRET
Closing date for applications	31/01/2019

The selection of candidates will follow the EDA Staff Recruitment Procedure. Candidates must apply for this post via the EDA website <http://www.eda.europa.eu - vacancies>. Please note that to make an EDA on - line application you will need to create your EDA profile using a valid e - mail address and a password.

1. BACKGROUND

The European Defence Agency was established on 12 July 2004, and is governed by Council Decision (CFSP) 2015/1835 defining the statute, seat and operational rules of the European Defence Agency.

The Agency has its headquarters in Brussels.

The main task of the EDA is to support the Council and the Member States in their effort to improve the Union's defence capabilities in the field of crisis management and to sustain the Common Security and Defence Policy (CSDP) as it currently stands and as it develops in the future.

The Agency is structured into four directorates. Three operational directorates: Cooperation Planning & Support; Capability, Armaments & Technology; and European Synergies & Innovation and the Corporate Services Directorate.

2. THE AGENCY'S WAY OF WORKING

The Agency is an "outward-facing" organisation, constantly interacting with its shareholders, the participating Member States, as well as with a wide range of stakeholders. It works in an integrated way, with multi-disciplinary teams representing all the Agency's functional areas, to realise its objectives. Its business processes are flexible and oriented towards achieving results. Staff at all levels need to demonstrate the corresponding qualities of commitment, flexibility, innovation, and team-working; to work effectively with shareholders and stakeholder groups, formal and informal; and to operate without the need for detailed direction.

3. THE CORPORATE SERVICES DIRECTORATE

The Corporate Services Directorate manages the human resources, finance, legal, procurement and contract activities, as well as information technology, infrastructure and security, and corporate projects to ensure the smooth and efficient functioning of EDA.

4. DUTIES

Under the direction of the Head of the IT Unit, the IT Operations Officer will contribute to ensuring the necessary support of the Communications and Information Systems of the Agency.

In particular s/he will perform the following tasks within the IT Unit:

- deploy and administer servers in a Microsoft Windows based environment (Active directory, Exchange, SharePoint, IIS, SQL, SCCM) and cloud-based environment (Azure Active Directory, Office 365, Azure, AWS);
- administer, support and maintain EDA's systems for processing of EU classified information up to Secret EU;
- support end-users in the use of the internal IT tools;
- maintain documentation of EDA IT systems;
- support and maintain EDA's Business Continuity & Disaster Recovery procedures;
- take on additional tasks as required in the interest of the service.

Duties may evolve according to development of the EDA's structure and activities, and the decisions of EDA management.

5. QUALIFICATIONS AND EXPERIENCE REQUIRED

a. Conditions for eligibility:

(1) General

- be a national of a Member State participating in the Agency;
- be entitled to his/her full rights as a citizen;
- have completed any obligations imposed on him/her by the laws concerning military service;
- produce the appropriate character references as to his/her suitability for the performance of his/her duties;
- be physically fit to perform his/her duties;
- have a thorough knowledge of one of the languages of the participating Member States and a satisfactory knowledge of another language of the participating Member States to the extent necessary for the performance of his/her duties;
- have no personal interest (financial, family relationship, or other) which could be in conflict with disinterested discharge of his/her duties within the Agency;
- hold, or be in a position to obtain, a valid Personnel Security Clearance Certificate (national or EU PSC at SECRET UE/EU SECRET level). Personnel Security Clearance Certificate' (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, and which shows the level of EU CI to which that individual may be granted access (CONFIDENTIEL UE/EU CONFIDENTIAL or above), the date of validity of the relevant PSC and the date of expiry of the certificate itself. Note that the necessary procedure for obtaining a PSCC can be initiated on request of the employer only, and not by the individual candidate);

- have a level of education which corresponds to completed university studies of at least three years attested by a diploma or be a graduate of a national or international Defence College.

Only diplomas that have been awarded in EU Member States or that are the subject of equivalence certificates issued by the authorities in the said Member States shall be taken into consideration. In the latter case, the authority authorised to conclude contracts of employment reserves the right to request proof of such equivalence.

b. Essential selection criteria:

(1) Professional

The candidate will be required to demonstrate that he/she has:

- 5 years of professional experience acquired in positions related to the profile of the post;
- experience in administering servers primarily in a Microsoft Windows based environment;
- proven experience from cloud-based environments;
- proven experience with administration of Office 365;
- SQL database maintenance;
- data and server backup techniques, also in a cloud environment;
- a very good knowledge of written and spoken English.

The candidate will preferably also have good knowledge of the following:

- network administration (Cisco);
- firewall configuration (Cisco, PaloAlto);
- unified communications solutions (Cisco WebEx, Skype for Business);
- change management principles.

(2) Personal

All staff must be able to fit into the Agency's way of working (see para. 2). Other attributes important for this post include:

- the ability to work in a team and independently in his/her area of responsibility;
- a 'can-do' attitude;
- the ability to take decisions under pressure;
- the ability to focus on service and results, always with strong motivation;
- flexibility and innovation;
- genuine commitment to the Agency's objectives.

c. Desirable

The following will be considered an advantage:

- knowledge of security policies and guides on handling EU classified information or equivalent high security environments;
- excellent skills in drafting IT documentation;
- experience in deploying and managing two-factor authentication systems;
- experience in administering Identity and Access Management solutions;
- already holding a valid security clearance certificate (minimum EU SECRET), from his/her national security authority.

6. INDEPENDENCE AND DECLARATION OF INTEREST

The IT Operations Officer will be required to make a declaration of commitment to act independently in the Agency's interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.

7. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The IT Operations Officer will be appointed by the Chief Executive.

Recruitment will be as a member of the contractual staff of the Agency for a four-year period (unless a shorter period is mutually agreed between the parties). Renewal is possible within the limits set out in the EDA Staff Regulations. The successful candidate will be recruited as FGIV.

The pay for this position consists of a basic salary of €3.404,15 supplemented with various allowances, including as applicable expatriation or family allowances. The successful candidate will be graded on entry into service according to the length of his/her professional experience. Salaries are exempted from national tax, instead an Agency tax at source is paid. For further information on working conditions please refer to:

<https://eda.europa.eu/jobs/what-we-offer>

Failure to obtain the requisite security clearance certificate before the expiration of the probationary period may be cause for termination of the contract.

Candidates are advised that part of the recruitment process includes medical analyses and physical check-up with the Agency's Medical Adviser.

Applications are invited with a view to establishing a reserve list for the post of IT Operations Officer at the EDA. This list is valid until 31/12/2019, and may be extended by decision of the Chief Executive. During the validity of the reserve list, successful candidates may be offered a post in the EDA according to their competences in relation to the specific requirements of the vacant post.

Inclusion on the reserve list does not imply any entitlement of employment in the Agency.

8. EQUAL OPPORTUNITIES

The EDA is an equal opportunities employer and accepts applications without distinction on the grounds of age, race, political, philosophical or religious conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

9. APPLICATION PROCEDURE

Candidates must submit their application electronically solely via the EDA website. Applications by any other means (hard copy or ordinary e-mail) will not be accepted. Applications must be submitted no later than midnight. Candidates are reminded that the on-line application system will not accept applications after midnight (Brussels time, GMT+1) on the date of the deadline.

When applying, candidates from Ministries of Defence or other governmental entities are encouraged to inform their national administration.

A selection panel will be appointed. Please note that the selection panel's internal proceedings are strictly confidential

and that any contact with its members is forbidden.

Each application will be screened based on the requirements of the job profile stated in the vacancy notice. The most suitable applicants will be called for an interview and a written test.

If recruited, you will be requested to supply documentary evidence in support of the statements that you make for this application. Do not send any supporting or supplementary information until you have been asked to do so by the Agency.

Please note that once you have created your EDA profile, any correspondence regarding your application must be sent or received via your EDA profile.

For any prior enquiry, please refer to the FAQ (Frequently asked questions) section, or send an e-mail to recruitment@eda.europa.eu.

10. DATA PROTECTION

Please note that EDA will not return applications to candidates. The personal information EDA requests from candidates will be processed in line with Regulation (EU) N° 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 data, and repealing Regulation (EC) 45/2001 and Decision No. 1247/2002/EC.

The purpose of processing personal data which candidates submit is to manage applications in view of possible pre-selection and recruitment at EDA.

More information on personal data protection in relation to selection and recruitment can be found on the EDA website: <http://www.eda.europa.eu/jobs/dataprotection>