

## Vacancy notice 2021/49– HQ (AD)

### EEAS Vacancy Notice Administrator

#### IT Service Officer – BA.BS.3

**(EU Staff Members: AD5-12/ Candidates from national diplomatic services: AD07)**

**Job n. 240883**

#### **WE ARE:**

The European External Action Service (EEAS) supports the High Representative in the exercise of his mandate to conduct and implement an effective and coherent EU Common Foreign and Security Policy (CFSP), of representing the EU and of chairing the Foreign Affairs Council. It also supports the High Representative in his capacity as Vice-President of the Commission with regard to his 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 the General Secretariat of the Council, the services of the Commission and the Secretariat General of the European Parliament.

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

The Division comprises several sectors dealing with budget and administration, ICT infrastructure support, Data Center, Operations, Security, Network, Applications' development and rollout, etc., both for EEAS Headquarters and EU Delegation network around the world. It counts 54 statutory posts in HQ, around 35 Contractual Agents acting as Regional IT Officers, and subcontracts part of its activities to external contractors (WAN management, Helpdesk & PC Support, IS experts, etc.), amongst that more than 150 external experts.

#### **WE PROPOSE:**

We offer a job of **IT Service Officer** to assist and directly support the Digital Solutions Division Management Team in various horizontal tasks and projects.

Administrator - AD5-AD12.

Candidates from national diplomatic services: AD07.

As IT Service Officer, you assist with the delivery of the division's annual work program and objectives, as well as keeping the Division's substantial output on track and of the requisite standard. The job also implies contributing to elaborate IT policies, preparing briefings for the hierarchy, internal communications, ensure regular and timely quality reporting on all kind of information (AMP, APB, IAS audits, EU DEL inspection reports, etc.) and contribution demands from other EEAS services, including EC services (DiGIT, SG, BUDG, etc.). It also implies reviewing technical documents and leading internal and external communication activities as well as knowledge sharing within the division.

As IT Service Officer, you will also act as Operational Verifying Agent (and potentially as AOSD during deputizing periods) for activities implying sub-contracted tasks to external contractors and/or system suppliers, under the supervision of the Head of Division (acting as AOSD). And you will be requested to manage horizontal projects.

The job is a key position for a very motivated Administrator with a broad IT experience looking for a dynamic working environment and challenging projects within a friendly, motivated and supportive management team. We offer easy access to training facilities to improve skills and to keep staff. Main working languages are English and French.

## **WE LOOK FOR:**

We are looking for a highly motivated, dynamic and service-oriented colleague with a good computer science and administrative organisation background. Public procurement and financial management experience is a plus. In addition to demonstrating very good analytical, drafting and organisational skills, the successful candidate must be pro-active, dynamic and be able to plan and follow up in line with the required procedures on an autonomous basis. The ability to build and maintain good human relations within the teams and with our internal customers is essential as well as a proven ability to manage and co-ordinate several processes simultaneously and an excellent oral and written command of English.

## **Legal basis:**

The vacancy is to be filled in accordance with the following articles of the Staff regulations<sup>1</sup> (SR): Article 29(1)(a) SR and Article 98 SR; Article 29(1)(b) SR ; Article 29(1)(c) SR

## **ELIGIBILITY CRITERIA<sup>2</sup>**

Further to the conditions set out in Article 28 SR and 12 CEOS, candidates must:

1. be a permanent official of the Union, or a temporary agent to whom Article 2(e) CEOS applies, or staff from a national diplomatic service of a EU Member State, or a laureate of an EPSO competition who is on a valid reserve list established in accordance with Article 30 SR.
2. have the capacity to work in languages of the CFSP necessary for the performance of their duties. Knowledge of other EU languages would be an asset;

Also, in order to satisfy the requirements set out in Article 12 of the CEOS, candidates from national diplomatic services must:

3. 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<sup>3</sup>.
4. have gained at least 6 years' full time professional experience. This experience must have been gained after obtaining the four-years diploma or after obtaining the three-years diploma and the one year relevant professional experience
5. candidates from national diplomatic services and current temporary agents according to Article 2(e) CEOS must be able to return to active service in their Member State after the end of their period of service to EEAS. Furthermore, they must be in a position to serve during the full duration of their assignment within the maximum duration of engagement in the EEAS, as foreseen in Article 50b(2) SR and the Council Decision of 26 July 2010 (2010/427/EU).

### Clarifications:

- The present position is classified, according to section A of Annex I SR, as a post of Administrator. Candidates who are EU officials in the function group AD must therefore occupy at the moment of the application (or have occupied as the last post before their change in administrative status<sup>4</sup>) a post of "Administrator" grades AD5-AD12 or be an EU official in the function group AST who is on the list drawn up according to Article 45a (c) SR ("certification procedure").

<sup>1</sup> Staff Regulations of Officials (SR) and the Conditions of Employment of Other Servants of the European Union (CEOS). For reference, see: <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1570023902133&uri=CELEX:01962R0031-20190101>

<sup>2</sup> All the eligibility criteria must be met on the closing date for applications to this post.

<sup>3</sup> 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 6.

<sup>4</sup> In accordance with Article 35 SR

- Officials assigned according to Article 30 of the annex XIII SR to the type of post "*Senior Administrator in transition*" (AD14) or "*Administrator in transition*" (AD13) can apply for posts which correspond to the type of post of Administrator. 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.
- Candidates who at the moment of the application are EU officials, independently of their administrative status, cannot request to be recruited as temporary staff to whom Article 2(e) of the CEOS applies, i.e. staff seconded from national diplomatic services of the Member States
- 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 an application for a higher type of post ("career progression"). This is due to the need to ensure sound financial management of the limited financial resources, given the fact that the assignment of a staff member to a Delegation has important budgetary and business continuity implications.
- "Career progression" refers to applications for a higher type of post according to Annex I SR. In this case it refers to EU officials in the function group AST who are on the list drawn up according to Article 45a(c) SR ("certification procedure") and apply for their first AD post.
- In order to be considered as a candidate from national diplomatic service in the sense of Article 98 SR, such candidates shall provide at the moment of their application a certificate from their national diplomatic service which will clearly state that they are staff from national diplomatic service, as well as a guarantee of "immediate reinstatement at the end of their period of service to the EEAS" in accordance with Article 50b(2) CEOS.
- Competition EPSO laureates may express their interest for this job, provided that they meet the eligibility requirements set out at points 3 and 4 above. Their candidatures will be considered only in the event that no suitable candidate can be found among candidates covered by article 29 (1) (a) and article 98 SR or article 29 (1) (b) SR. 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 strong drafting, communication and analytical skills combined with sound judgement ;
- have gained experience earlier in her/his career in various IT activities (Development, Operations, etc.) and a broad knowledge of IT technologies in use at EUI level to understand technical trends ;
- have a good experience in Project Management methodologies (ex: PM<sup>2</sup>) and a proven ability to manage and co-ordinate several processes simultaneously ;
- have experience of working in a team in multi-disciplinary and multi-cultural environment ;
- be highly motivated and flexible in terms of work activities and workload.

Furthermore:

- experience in working in an Embassy, a Delegation (or equivalent in an international organisation) ;
- experience with negotiations, and public procurement procedures ;
- 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 of quality assurance methodologies, ITIL, encryption methods and professional experience in Atlassian and/or Service Now products;
- knowledge of one or more other official languages of the European Union ;

would be considered strong assets.

## **TYPE AND DURATION OF CONTRACT FOR CANDIDATES FROM NATIONAL DIPLOMATIC SERVICES**

In accordance with Article 50b CEOS, if the successful candidate is from a national diplomatic service, she or he will be offered a contract as temporary agent under Article 2(e)CEOS at the level AD 7<sup>5</sup> for a maximum period of four years which can be renewed for a maximum period of four years.

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 staff members are required to complete successfully a probationary period of 9 months.

## **POST AVAILABLE**

Position is available

## **PLACE OF EMPLOYMENT**

**Brussels, Belgium**

## **SPECIFIC CONDITIONS OF EMPLOYMENT**

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

The successful candidate must undergo a medical examination to ensure that she or he is physically fit to perform her/his duties.

The successful candidate will be required to act independently in the interest of the Union and to make a declaration of any interests which might be considered prejudicial to her or his independence, as set out in the Staff Regulation and CEOS.

## **EQUAL OPPORTUNITIES**

The EEAS is committed to an equal opportunities policy for all its employees and applicants for employment. As an employer, the EEAS is committed to promoting gender equality and to preventing discrimination on any grounds. It actively welcomes applications from all qualified candidates from diverse backgrounds and from the broadest possible geographical basis amongst the EU Member States. We aim at a service, which is truly representative of society, where each staff member feels respected, is able to give their best and can develop their full potential.

Candidates with disabilities are invited to contact ([EEAS-HQ-APPLICATIONS-AD@eeas.europa.eu](mailto:EEAS-HQ-APPLICATIONS-AD@eeas.europa.eu)) in order to accommodate any special needs and provide assistance to ensure the possibility to pass the selection procedure in equality of opportunities with other candidates. If a candidate with a disability is selected for a vacant post, the EEAS is

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<sup>5</sup> The basic salaries offered by the EU institutions are set out in Article 66 of the Staff Regulations. The current level, can be accessed via the link: [https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52018XC1214\(01\)&from=EN](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52018XC1214(01)&from=EN)

committed to providing reasonable accommodation in accordance with Art 1d.4 of the Staff Regulations.

## **APPLICATION AND SELECTION PROCEDURE<sup>6</sup>**

High degree of mobility is a fundamental part of EEAS human resources policies, and is required by the EEAS Council Decision. Candidates should be aware that, accordingly, it is not generally in the interests of the service for EEAS Staff Members to apply for jobs which are essentially the same or similar to their current post.

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

### 1. Application

Candidates may apply to the post of **"2021/49– HQ (AD) – IT Service Officer – BA.BS.3"**.

**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 **01 March 2021**. 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 are invited to use the "Europass" CV format (<https://europass.cedefop.europa.eu/documents/curriculum-vitae>) for their applications.

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** (issued within the past 6 months) confirming their membership of a diplomatic service, the Ministry's support for the candidate's application for this post, as well as mentioning the guarantee of reinstatement of applicants after a possible contract with the EEAS. If candidates are unable to provide this document from their Ministry, their application will be deemed ineligible.

Applications may be made at any point during the period from **01/03/2021 to 22/03/2021 at 12.00 midday (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](mailto:EEAS-HQ-APPLICATIONS-AD@eeas.europa.eu)

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<sup>6</sup> Your personal data will be processed in accordance with Regulation (EC) 2018/1725. The privacy statement is available on EEAS webpage: [http://eeas.europa.eu/data\\_protection/rights/index\\_en.htm](http://eeas.europa.eu/data_protection/rights/index_en.htm)

2. Pre-selection

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. Selection

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. The Appointing Authority 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 re-assignment.

**CONTACT:**

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