

Contract Agent

**at the European External Action Service (EEAS)
of the European Union**

Civilian Planning and Conduct Capability (CPCC)

- IT Solution Architect (SA) -

Job description

A. Tasks and Responsibilities:

Under the direct supervision of the Head of the Mission Support Division, the IT Solution Architect (SA) is expected to perform the following tasks:

- Lead in analysis, design program considering functionality, data, security, integration, infrastructure, performance and implementation the Mission Support Platform (MSP) of Civilian CSDP Missions (Missions);
- Ability to develop solution architecture designs;
- Plan, design, develop and maintain complex relational databases such as MS-SQL, MySQL;
- Import and transform data from other formats into database Server or other required formats;
- Identify needs and define application/database requirements;
- Develop applications and databases;
- Organise and implement user training;
- Troubleshoot problems and assist with change requests;
- Assist in software and database testing;
- Ensure that software is user friendly, accurate and bug-free before release;
- Advise on improvements and compatibility between operating systems and database management systems;
- Perform regular data checks and data quality control;
- Assist developers on troubleshooting emerged users issues;
- Work in coordination with the other relevant administration departments under the guidance of the Head of Mission Support;
- Produce all the documentation related to the assigned duties, including schematics, procedures, and disaster recovery plan;
- Assist in the preparation of user manuals;
- Be instrumental in the centralisation of the MSP;
- Assist in the development of policies and procedures for Mission Support in the field;
- Ensure the implementation and subsequent follow-up of a comprehensive centralised MSP across all Missions;
- Act as the liaison between the Missions, relevant EEAS Services and CPCC in software matters;
- Organise and chair software meetings;

- Be responsible for the production of reports concerning CSDP software issues, proposing/recommending changes and improvements, ensuring accuracy and comprehensive policies and guidelines.

B. Qualifications and Experience:

- Proven professional experience (minimum 6 years) in software/database development, design, management and implementation of complex database systems and software applications, preferably in large private or in public institutions, international organisations, NGOs or other similar actors;
- Proven practical experience in creating web based online applications using all the technologies above and following best practices to build secure software;
- Experience in data modelling, data base optimisation, understanding and implementation of schemas and the ability to interpret and write complex SQL queries and scripts;
- Advanced knowledge of relational database management systems (RDBMS), including server administration and support, SQL programming (stored procedures and triggers);
- Experience of developing Services Orientated Architectures (SOA);
- Extensive knowledge in object oriented programming technique (OOP);
- Knowledge of Enterprise Architecture methodologies;
Solid large scale project management and implementation skills;
Effective project management skills;
- Proven practical experience in creating web based online applications using all the technologies above and following best practises to build secure software.

C. Other Requirements/Skills

- To be able to work professionally as a member of the Division, in task forces and working groups with mixed composition (other mission-support related tasks as well as with police, judicial, civilian and military staff), in an interesting but challenging environment with unpredictable working hours and a considerable workload.
- Willingness to travel frequently and on short notice into Mission and conflict areas;
- Ability to prioritise and manage exceptionally high workloads and willingness to work flexible working hours;
- Good skills in word processing, spreadsheets, presentations software, Internet/Intranet, use of email systems;
- Thorough command of written and spoken English, knowledge of French.

D. General Conditions

- Be a national of one of the Member States of the European Union and enjoy full rights as a citizen.