



SECONDED NATIONAL EXPERT- JOB PROFILE procedure: 2017/04  
Eurosur Service Manager (1 post)  
(Frontex Situation Centre/ Operations Division )

## Description of the role of the entity in Frontex

The Frontex Situation Centre (FSC) is the unit responsible for situation monitoring and information management within the Frontex.

FSC seeks to provide - to Frontex, its clients and partners - a constantly updated picture, as near to real-time as possible, of the irregular migration situation at the external borders of the EU with a view to facilitate the management of the reaction capability of coordinated operational activities.

The unit comprises two main business areas: Operations (situation monitoring, information exchange and system services), and Eurosur Service Integration and Implementation (design, development, implementation and delivery of diverse services using GIS and other technologies).

The main values fostered by FSC that reflect its organizational culture and priorities are the following:

- Quality, integrity, trustworthiness and security in information management;
- Service orientation;
- Speed and flexibility;
- Dedication;
- The smart use of the available technology.

## EUROSUR Service Integration and Implementation in the FSC

FSC is tasked to actively participate in development, establishment, delivery and maintenance of different services and components including EUROSUR related services. This aim is achieved by applying the so-called Fusion Services concept. This means that a number of information exchange services and data sources (from external: EMSA, EUSC, commercial providers, and internal Frontex systems) are bundled together into customized and integrated services. These customized services are delivered to Member States/Schengen Associated Countries and other partners via different communication channels including EUROSUR Network.

The technical capabilities of Frontex Core GIS (Geographic Information System) and Frontex Fusion Services capacity form the technology basis for this delivery.

The jobholder will have a central role in the implementation and delivery of the Frontex Fusion Services, which, in a nutshell, can be described as delivering dedicated, custom-made services to the Frontex customers, primarily Member States but also other European institutions. Those services will be designed using data and information provided by internal and external service suppliers and in different formats and protocols.

## Tasks and responsibilities:

Under the supervision of the FSC Coordinator of the Eurosur Service Integration and Implementation business area, the Service Manager will be responsible for:

**Primary tasks:**

- Plan, prepare and execute implementation and delivery of information exchange capabilities and EUROSUR Fusion Services for stakeholders across Europe;
- Manage entire service implementation and delivery cycle (including service operationalization) from budgetary, operational and technical perspective;
- Coordinate implementation and delivery of the services internally at Frontex and with external entities (other agencies, Member States, etc.);
- Provide operational and technical assistance related to Eurosur Fusion Services for stakeholders across Europe;
- Develop and implement policies related to information exchange and Eurosur Fusion Services;
- Support internal and external users of services and systems (EUROSUR Fusion Services, JORA, others);
- Contribute to the preparation of training materials and provide training and coaching to users in Member States and at Frontex on the use of implemented services;

**Secondary tasks:**

- Maintain and develop procedures, guidelines and other business documentations;
- Perform any other task in the area of competence.

**Selection criteria (Professional qualifications and experience required):****Essential:**

- Experience in delivery of information exchange services to diverse groups of stakeholders;
- Experience in development, implementation and management of business processes and procedures related to Information Exchange services;
- Good understanding about IT/ business alignment processes;
- Experience in using situation monitoring tools and systems;

**Assets:**

- Experience in cooperation with EU Institutions and Member States/Migration or Law Enforcement authorities;
- Knowledge of the EU legal framework;
- Availability as soon as possible.

**Selection criteria (personal skills):**

- Very good communication skills in English, both verbally and in writing;
- Proficient user of Microsoft Office applications (MS Word, Excel, Powerpoint, Sharepoint and Outlook);
- Proficient user of databases, networks and applications.
- High level of commitment, initiative and creativity;
- Ability to organise and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- Very high level of constructive, positive and service oriented attitude;
- Ability to cooperate with good team spirit with colleagues from different cultural backgrounds and from different agencies and units (internal and external);
- Readiness to be deployed outside Frontex HQ (full time or part time depending on business needs).