



Vacancy notice for the establishment of a reserve list for:

ICT Support Officer
Reference: 17/EJ/03
Temporary agent - AST 3

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|---------------------------------------|---|
| Deadline for applications: | 05/05/2017 |
| Place of employment: | The Hague, Netherlands |
| Type and duration of contract: | TA (up to five years, with possibility of renewal) |
| Function group and grade: | AST 3 |
| Probationary period: | Nine months |
| Security clearance level: | EU SECRET |
| Monthly basic salary: | € 3 622.83 |

EUROJUST's mission is to enhance the effectiveness of the competent authorities within Member States dealing with serious cross-border and organised crime. For further information, please consult our website: www.eurojust.europa.eu

The **ICT Support Officer** will deliver 1st and 2nd line support to staff and external users of Eurojust computers, systems or other electronic IT tools. Taking care of ICT related incidents, requests or issues for which specialised knowledge is required, he or she will report directly to the Head of Sector - ICT Operations.

1. Key accountabilities

The successful applicant will perform the following activities:

1. 1st Line Support

- Acting as the first point of contact, receive, classify, register and follow up requests for technical assistance from users;
- Distribute software applications and support for all services delivered to users.

2. 2nd line ICT Support

- Solve complex technical hardware and/or software issues escalated by the 1st line support;
- Monitor the availability of user services and follow up on incidents and events reported by the monitoring system;
- Prepare, deploy, maintain and change hard- and software in relation to the desktop computing environment and in line with existing procedures;
- Escalate and consult on incidents which cannot be resolved within the SLA to the next level of support and/or management;
- Maintain designated parts of software and ICT Infrastructure;
- Provide input on ICT purchases, monitoring stock and depreciation of equipment.

3. Operational Support

- Test new software deliveries related to upgrades, patches or releases of operational software;
- Prepare relevant updates to the computing environment;
- Support the delivery of specific key packages relating to security (software distribution, virus protection and laptop encryption).

4. Technical Documentation & Support

- Register solutions to problems and incidents in the knowledge database in order to share knowledge;
- Contribute to the drafting of user manuals, guidelines and system documentation;
- Contribute to the review and development of policies and procedures, assist with the implementation and identify best practices to improve existing processes and share innovations.

2. Eligibility criteria

The selection procedure is open to applicants who satisfy the following eligibility criteria on the closing date for applications:

2.1. General requirements

The applicant must:

- Be a national of one of the Member States of the European Union;
- Enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;

- Produce the appropriate character references as to his/her suitability for the performance of his/her duties¹;
- Be physically fit to perform his/her duties; and
- Have a thorough knowledge of one of the languages of the European Union² and a satisfactory knowledge (B2) of another language of the European Union to the extent necessary for the performance of his/her duties.

2.2. Minimum qualifications and professional experience

- A level of post-secondary education attested by a diploma and, after having obtained the diploma at least **six years** of appropriate professional experience

OR

- A level of secondary education attested by a diploma giving access to post-secondary education, and after having obtained the diploma, at least **nine years** of appropriate professional experience.

3. Selection criteria

Applicants who meet the eligibility criteria set out in section 2 above will be assessed on the basis of the following criteria:

Essential

- Experience and knowledge in the areas mentioned above under “key accountabilities”;
- Knowledge and skills in the installation, configuration and use of Windows-based clients and servers (Windows 7 Enterprise, Windows Server 2008 and 2012);
- Knowledge of TCP/IP and LAN/Wi-Fi network technologies;
- Experience working in a controlled environment with defined ITSM processes (ITIL or ISO 20000);
- Ability to identify and adjust the priority level of activities and assignments;
- Excellent communication and interpersonal skills;
- Proven organisational and time management skills;
- Service-oriented attitude;
- Fluency (C1) in English as this is the vehicular language of Eurojust.
(**Note:** Native English speakers will be required to demonstrate knowledge of a second EU language).

¹ Before appointment, successful applicants will be required to produce an official document showing that they do not have a criminal record.

² The 24 official languages of the European Union are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Irish, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

Advantageous

The following characteristics are considered additional assets:

- Expertise in MS SharePoint and Exchange 2010;
- Expertise in network architectures, protocols, and technologies covering LAN, WAN, Wi-Fi, VPN, and public networks;
- Expertise in implementing and managing of telecommunication services (VoIP, videoconferencing and mobile communication systems);
- Practical experience in implementing ICT security-related measures;
- Formal certification in ITIL v3 or ISO 20000;
- Knowledge of Prince2;
- Experience in working in a multicultural environment;
- Knowledge of another official EU language.

4. Contractual conditions

The Administrative Director will appoint the successful applicant as a member of the temporary staff pursuant to Article 2(f) of the *Conditions of employment of other servants of the European Union*, for a period of up to **five years**. The contract may be renewed.

Temporary staff are required to serve a probationary period of **nine** months.

For further information on contractual and working conditions, please refer to the [EU Staff Regulations of Officials of the European Union and CEOS](#).

5. Submission of applications

Please fill out the [Eurojust Application Form in English](#) and submit it to the following e-mail address by the indicated deadline: **applications@eurojust.europa.eu**

The reference number of the vacancy must be indicated on the application form, in the heading of your e-mail and in all future correspondence relating to this application. If you wish to apply for more than one post, you must submit separate application forms.

On the day of the interview, applicants must bring originals or certified copies and photocopies of all the supporting documents concerning their educational qualifications and employment record.

Eurojust has the right to disqualify applicants who fail to submit all the required documents on the date of the interview.

[Information](#) about selection procedures at Eurojust and application guidelines can be found here.

6. Request for review

If a candidate is found ineligible, or is not invited for an interview, he/she may submit a request for reconsideration, quoting the reference number of the vacancy. More details on the request for review procedure can be found [here](#).

Please note that the Selection Board's work and deliberations are confidential and that any contact, direct or indirect, with its members is forbidden.

7. Protection of personal data

Eurojust will ensure that applicants' personal data are processed as required by all applicable data protection regulations and, in particular, with the rules on the protection and processing of personal data at Eurojust (OJ C 68/1, 19.3.2005).

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