

**SECONDED NATIONAL EXPERT- JOB PROFILE**  
**Service Desk Officer- Eurosur/ Copernicus Fusion Services**  
**(Frontex Situation Centre)**

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

The Role of Frontex Situation Centre is to provide 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 integrated border management of EU external borders, including supporting the reaction capability of Member States and joint operational activities.

The main values fostered by FSC are:

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

The successful candidate will support the management of information exchange applications/systems operated by FSC (Service Desk), as well as assist, in information exchange and situation monitoring duties.

**Tasks and responsibilities:**

Reporting to the Head of Unit (and under the supervision of the respective Head of Sector), the main duties related to this post/position) are:

**Primary tasks**

- Managing the first line Service Desk user support, consulting and handling requests for change, reported issues, service requests, etc.
- Daily work with access management to applications, services and systems operated by FSC (such as JORA, FOSS, EUROSUR);
- Ensure communication, coordination and follow up on the issues directed to second/third line support;
- Creation and maintenance of policies, procedures and processes and other relevant documentation related to the Service Desk;
- Cooperating and coordinating with other Service Desk officers to ensure full coordination of Service Desk activities;
- Maintaining and reporting on service desk related statistics upon request for inputs;
- Supporting and implementing the activities related to further improvement of the Service Desk, and
- Providing inputs to trainings and business documentation on the FSC operated systems and applications.

**Secondary tasks**

- Providing presentations and trainings on the applications, services and systems operated by FSC upon request;
- Assisting in other projects, if required by the line manager, and
- Performing any other task in the area of competence.

**Professional qualifications, competencies and experience required:**

**Essential:**

- Experience in information management in a law enforcement environment;
- Experience in preparing documentation, including policies and procedures;
- Sound computer skills, including good understanding of information exchange systems and applications

**Assets:**

- Knowledge of the EU legal framework;
- Knowledge of business analysis, project and service management methodologies;
- Knowledge of running and managing data bases, networks and applications;
- Familiarity with IT tools used by Frontex, such as JORA, FOSS, Eurosur Fusion Services;
- Experience working in international environment;

**Personal skills & competencies required:**

- Very good communication and drafting skills in English, both verbally and in writing;
- Strong analytical skills;
- High level of initiative and creativity;
- Very high level of commitment, positive and customer service oriented attitude;
- Excellent problem solving skills;
- Ability to prioritize and manage heavy workloads
- Flexibility and ability to cooperate with good team spirit with colleagues from different cultural/professional background.