



Vacancy for a post of Head of ICT Systems Sector (Temporary Agent, AD 8) in the European Asylum Support Office (EASO)

REF.: EASO/2018/TA/019

Publication	External
Title of function	Head of ICT Systems Sector

1. WE ARE

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010¹, strengthens European Union (EU) Member States' practical cooperation on asylum, enhances the implementation of the Common European Asylum System (CEAS) and supports Member States whose asylum and reception systems are under particular pressure.

Specifically, EASO focuses on three main tasks:

1. Supporting practical cooperation among Member States on asylum mainly through training, quality activities, country of origin information (COI), statistics and analysis, specialized expert networks, practical cooperation workshops, thematic support on unaccompanied minors, trafficking in human beings and gender;
2. Supporting Member States under particular pressure through emergency support, including the deployment of asylum support teams to assist EU Member States in managing asylum applications and in putting in place appropriate reception facilities;
3. Contributing to the implementation of the CEAS by collecting and exchanging information on best practices, drawing up an annual report on the asylum situation in the EU covering the whole asylum procedure in EU Member States and adopting technical documents, on the implementation of the new EU asylum acquis.

The headquarters of EASO are located at the Valletta Harbour (Malta).

2. WE PROPOSE

The Head of ICT Systems Sector manages and coordinates the activities of the Sector. The incumbent reports to the Head of ICT Unit and will perform the following tasks:

1. Manage the ICT Operations Sector in the ICT Unit, including its resources, determine and focus on priorities, organize the Sector's work, formulate and monitor work packages and ensure the effective and efficient progress of its tasks;
2. Initiate and implement, based on users requests and pooling from available resources, general ICT Operations projects to accomplish EASO established goals;

¹ Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 (OJ L 132, 25.5.2010, p.11).



3. Contribute to drafting, monitoring and reporting on the implementation of EASO's Annual Work Programme (Programming Document), EASO's ICT Strategy, budget estimates and other strategic and operational documentation;
4. Implement and periodically contribute to reviewing the Agency's strategy, policies and procedures and ensure alignment of the Sector's work with them;
5. Define the Sector work plan, coordinating the work within the Sector and with other Sectors, as well as representing the Sector in the Management Team and other internal bodies;
6. Manage the implementation of staff regulations and staff policies in accordance with applicable EU rules and best practices;
7. Define the Sector's and individual Sector's member's objectives;
8. Manage and supervise the work of the Sector and ensuring the efficient use of available human and financial resources;
9. Develop competences and skills of the Sector's members in line with Agency's competence model and ensuring the continuous assessment of their performance;
10. Overseeing the risk management for the Sector and assuring compliance with applicable law in the execution of the tasks of the Sector;
11. Enhance the Sector's reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments;
12. Representing Agency vis-à-vis its stakeholders as requested on matters related to competencies and activities of the Sector;
13. Designing and implementing operational plans and suggesting strategic plans to ensure infrastructure, storage and network capacity meets present and future requirements;
14. Designing, implementing and maintaining policies, procedures and training plans for infrastructure, storage and networks administration and use;
15. Planning, acquiring and coordinating installation of necessary Hardware (HW) and Software (SW) in the data centres of the Agency;
16. Managing and ensuring optimal use of the data centres of the Agency;
17. Contributing to preparations of requests for proposals (RFPs), tender documentation, contracts and other documentation relevant for operations in the Agency;
18. Cooperating with other sectors/units to ensure stable and continuous operations of the systems entrusted to the Agency;
19. Managing operational costs providing short and long-term financial forecasts;



20. Establishing and maintaining regular written and in-person communications with peers, Agency's executives and stakeholders (where relevant) regarding pertinent infrastructure and network activities;
21. Carrying out any other relevant duties assigned by the Head of ICT Unit.

3. WE LOOK FOR

A) Eligibility criteria

Candidates will be considered eligible for selection on the basis of the following formal criteria to be fulfilled by the deadline for applications:

1. Have a level of education which corresponds to completed university studies attested by a diploma², when the normal period is four years or more, or a level of education which corresponds to completed university studies attested by a diploma, followed by professional experience in the field of at least one year, when the normal period of university education is at least three years;
2. In addition to the above, have at least 9 years of professional experience;
3. Be nationals of one of the Member States of the European Union, Norway or Switzerland;
4. Be entitled to their full rights as citizens;
5. Have fulfilled any obligations imposed on them by the laws on military service;
6. Possess a thorough knowledge of one of the official EU languages and a satisfactory knowledge of another of these languages to the extent necessary for the performance of the duties pertaining to the post;
7. Meet the character requirements for the duties involved³;
8. Be physically fit to perform the duties linked to the post⁴.

² Only diplomas issued by EU Member State authorities and diplomas recognized as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognized by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

³ Before the appointment, the successful candidate shall be asked to provide an extract from their police file.

⁴ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order that EASO may be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Communities.



B) Selection criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the basis of the selection criteria below. The most suitable candidates will be invited to an interview.

Essential

1. Proven professional experience in the management of a team of IT professionals;
2. Professional experience in managing large-scale IT systems (infrastructure and networks operations);
3. Knowledge of management principles, in particular of strategic planning, prioritization, project management, allocation and management of resources and sound financial management;
4. Knowledge and understanding of the Agency's goals and objectives;
5. Knowledge and experience with industry-standard IT service management and operations frameworks.

Advantageous

1. Previous experience within an international and multi-cultural environment, preferably in the European Institutions, Agencies or other International organization;
2. Previous experience in the management of datacentres;
3. Professional expertise in VMware datacentre products;
4. Proven professional experience with Atlassian IT Service Management software suite.

Characteristics to be assessed during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed on the following criteria that are essential to the post:

1. Proven leadership and staff management skills;
2. Ability to set and revise objectives for the team within overall strategic framework and ability to focus on priorities and to monitor and evaluate the progress made towards the said objectives;
3. Ability to deal with people effectively, respectfully and courteously as well as having strong service-oriented culture;
4. Ability to motivate a team to achieve desired results, to offer a constructive regular feedback, to acknowledge success and the need for improvement in order to enable to achieve objectives;

5. Ability to build productive and cooperative working relationships with hierarchy and other Units and colleagues;
6. Ability to communicate clearly and to present complex subjects simply, both orally and in writing;
7. Ability to organise, assign and manage the Sectors' work among the members of the team as well as to set up challenging and realistic objectives;
8. Ability to work under pressure and with tight deadlines, to make timely decisions, to reprioritize tasks responding to changes in a rapidly evolving work environment;
9. Excellent analytical capabilities, problem-solving and conflict-resolution skills;
10. Strong drafting and communication skills in English both orally and in writing;
11. Capacity to analyse complex information, to consider options in clear and structured way, to propose and implement recommendations and to make sound decisions

4. SELECTION AND APPOINTMENT

The Regulation which provides the legal basis for EASO was adopted in May 2010 (Official Journal of the European Union L 132 of 29.5.2010).

Eligibility of candidates will be assessed by a Selection Committee according to compliance with all eligibility criteria by the closing date for the submission of applications.

The applications of the eligible candidates will also be assessed against the selection criteria. Following this assessment, the best ranking candidates may be invited for a written competency test and an interview, which will be held for the most part in English.

The interview will consist of the following components:

- General aptitude and language abilities to the extent necessary for the performance of their duties in accordance with Article 12.2(e) of the Conditions of Employment of other Servants of the European Union (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria of the present Vacancy Notice.

Candidates invited to an interview will be required to bring with them originals and copies of the documents listed below:

- A document proving their citizenship (e.g. passport);
- Certificates attesting their educational and professional qualifications, in particular those giving access to the profile in question;



- Documentary evidence of their professional experience after the date on which the candidate obtained the qualification giving access to the profile in question, clearly indicating the starting and finishing dates, whether full or part time, and the nature of the duties carried out.

The Selection Committee will propose a shortlist of successful candidates to the Appointing Authority, who will decide on the appointment of the successful candidate and the establishment of a reserve list for the post advertised. Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

The reserve list for this post will be valid until 31 December 2019 and may be extended at the discretion of the Appointing Authority.

Prior to contract signature, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers in order that EASO may be satisfied that he/she fulfils the requirement of Article 28(e) of the Staff Regulations of the Officials of the European Communities.

5. EQUAL OPPORTUNITIES

EASO applies an equal opportunities policy and accepts applications without distinction on the grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The Temporary Agent will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure.

He/she will be recruited as a temporary agent pursuant to Article 2(f) of the CEOS for a period of **5 years** which may be renewed. The temporary agent post in question will be placed in group AD 8. Successful candidates who are recruited will undergo an initial probation period of nine months.

The pay for a **Temporary Agent, AD 8 (step 1)** consists of a **basic salary of 6,818.11 €** weighted by the correction coefficient (for Malta currently 86.5%) supplemented with various allowances, including family allowances. The salaries of staff members are subject to a Community tax deducted at source. Staff members are exempt from national tax on salary and are members of the Community social security and pension schemes.

For further information on working conditions of temporary staff please refer to CEOS: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The place of employment is **Valletta Harbour (Malta)**.

7. APPLICATION PROCEDURE

For applications to be valid, candidates shall:

- Use the official application form provided on the EASO website. The application must be completed in English, and all parts must be completed in full.



- Send their application by email to: applications@easo.europa.eu by the deadline.
- The subject of the e-mail should include the reference of this vacancy, followed by the candidate's surname.

Incomplete applications will be disqualified and treated as non-eligible. Candidates who use the same application to apply for more than one post will also be disqualified.

Please note that the selection process may take several months.

In order to facilitate the selection process, all correspondence to candidates concerning this vacancy will be in English.

Under no circumstances should candidates approach the Selection Committee, directly or indirectly, concerning this recruitment. The Appointing Authority reserves the right to disqualify any candidate who disregards this instruction.

Closing date:

The closing date for submission of the applications is **15 January 2019 at 13:00h** (Brussels time). EASO will disregard any application received after this date and time.

Applicants are strongly advised **not to wait until the last day** to submit their applications, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. The EASO cannot be held responsible for any delay due to such difficulties.

If at any stage in the procedure it is established that any of the information provided by a candidate is incorrect, the candidate in question will be disqualified.

8. DATA PROTECTION

The purpose of processing of the data submitted by the candidate is to manage the application(s) of the candidate in view of a possible selection and recruitment at EASO.

EASO does not make public the names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of the EASO management team may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept in confidence by the personnel department). Application files of non-recruited candidates are kept for two years from the expiry date of the reserve list after which time they are destroyed.

The personal information requested will be processed in line with Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the EU institutions and bodies and on the free movement of such data.



APPEAL PROCEDURES

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within 3 months from the date of notification to the following address:

**The Executive Director
European Asylum Support Office
MTC Block A, Winemakers Wharf, Grand Harbour Valletta, MRS 1917
Malta**

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

**European Union Civil Service Tribunal
Boulevard Konrad Adenauer
L-2925 Luxembourg
Luxembourg**

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based to the following address:

**European Ombudsman
1, Avenue du President Robert Schuman -BP 403
F-67001 Strasbourg Cedex
France**

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.