

CALL FOR APPLICATIONS

ICT SERVICE DESK ASSISTANT

Ref. n°: EMSA/AST/2011/02

The European Parliament and Council Regulation (EC) No 1406/2002¹ provides the legal basis for the establishment of the European Maritime Safety Agency (EMSA).

The goal of the Agency is to provide technical and scientific assistance to the European Commission and the Member States on matters relating to the proper implementation of European Union legislation on maritime safety and pollution by ships. To do this, one of EMSA's tasks is to improve cooperation between Member States in all key areas. This includes undertaking a range of actions related to design, construction and operation of all types of merchant and fishing vessels.

In April 2004 EMSA was also given additional tasks by the European Council and the European Parliament related to oil pollution response, ship security and training of seafarers.

EMSA invites you to send your application for the recruitment process of an ICT Service Desk Assistant. The post will be attached to Department A 'Corporate Services', Unit A.3. 'Operations Support'.

More information about the Agency and its structure and activities can be found on our website: <http://www.emsa.europa.eu>.

Functions and Duties:

Unit A.3 is responsible for delivery of all corporate information and communication technologies (ICT) related Services. This includes operations and maintenance of related ICT infrastructure, ICT service delivery platforms, EMSA maritime applications, and the 24/7 operation of the offsite EMSA Business Continuity Facility (BCF).

Through the ICT service desk, it also manages all incidents and service requests and associated interactions with end users.

Functions and Duties of the ICT Service Desk Assistant, under the responsibility of the Head of Unit A.3, will include:

- Providing first and second line ICT support to EMSA staff within agreed timelines;
- Managing and follow-up of Service Requests and Incidents;

¹ OJ L 208, 5.8.2002, p.1, as amended by Regulation (EC) No 1644/2003 of the European Parliament and of the Council of 22 July 2003 (OJ L 245, 29.9.2003, p. 10) and Regulation (EC) No 724/2004 of the European Parliament and of the Council of 31 March 2004 (OJ L 129, 29.4.2004, p. 1).

- Installation, configuration, maintenance and troubleshooting of Windows PCs, laptops, applications and other end-user peripheral equipment;
- Administration of end user resources like files, folders, quotas, mailboxes etc.;
- Documentation of ICT procedures and policies;
- Managing the ICT end-user equipment and inventory;
- Management of software assets database;
- Working together with our procurement section for the procurement of end-user related equipment and software;
- Providing assistance to other team members.

A. ELIGIBILITY CRITERIA

Qualifications and experience required:

A.1. Education:

- Level of secondary education attested by a diploma giving access to post-secondary education or;
- Level of post secondary education of an official duration of three years attested by a diploma.

A.2. Experience:

- Since the completion of an education as referred to above a) six years of proven professional experience;
- Since the completion of an education as referred to above b) three years of proven professional experience where the official duration of the post-secondary is three years. When the official duration of the post-secondary studies is less than three years, the difference in time is to be compensated by additional professional experience after the award of the diploma.

A.3. Language skills:

The main working language in the field of maritime safety is English. Candidates must therefore have a very good command of English with a satisfactory knowledge of at least one other official language of the European Union to the extent necessary for the performance of the above mentioned duties.

A.4. General Conditions:

In addition, in order to be eligible the candidate must:

- Be a national of one of the Member States of the European Union or of Iceland or Norway;
- Be entitled to your full rights as a citizen²;
- Have fulfilled the obligations imposed on you by the laws concerning military service;
- Meet the character requirements for the duties involved and
- Be physically fit to perform the duties linked to the post.³

² Prior to the appointment, the successful candidate will be asked to provide a police certificate confirming the absence of any criminal record.

³ Before being engaged the candidate will be medically examined in order that the Agency may be satisfied that he/she fulfils the requirements of Article 12 (2) (d) of the Conditions of Employment of Other Servants of the European Communities.

B. SELECTION CRITERIA

B.1. Essential:

- At least two years of professional experience in an ICT Service Desk or as a support technician and managing and follow-up of Service Requests and Incidents within agreed timelines;
- Very good knowledge of, and experience with, setting up and administering workstations with Windows (7 and XP) and off-the-shelf software in a Microsoft Active Directory environment;
- Knowledge of, and experience with, end-user peripheral equipment such as printers, copiers, scanners and others;
- Working knowledge of administration of Microsoft services such as Active Directory; Print Servers, File Servers, DNS/DHCP, etc.;
- An understanding of basic networking and telephony equipment (e.g. switches, mobile phones);
- Having a proactive attitude and being self-motivated with strong user orientation;
- Good communication skills, both oral and written.

B.2. Advantageous:

- Knowledge of ICT Service management processes (ITIL);
- Working experience with Microsoft server and services administration;
- Experience with virtual infrastructures (VMware), and/or virtual desktops administration;
- Experience with administering LAN, Wireless Networks and End Point Authentication technologies;
- Knowledge of administering Microsoft SharePoint and other cooperation-oriented technologies;
- Experience with configuring network and telephony equipment such as CISCO floor switches or Call Manager;
- Experience with Linux servers administration, and/or storage arrays such as NetApp;
- Experience in administering Checkpoint firewalls and F5 proxies;
- Previous experience in managing supply contracts and external contractors;
- Microsoft, ITIL or other relevant certification;
- Experience working in a public administration.

The advantageous criteria will be considered by the Selection Panel depending on the number of applicants meeting the essential criteria.

Conditions of Employment:

- This vacancy notice concerns a Temporary Agent position, pursuant to Article 2 a) of the Conditions of Employment of other servants of the European Communities;
- The initial duration of the contract is 3 years, with possibility of renewal;
- The successful candidate will be recruited in the grade AST3;
- The basic monthly salary, before any deductions or allowances, weighted for Lisbon, at 1 July 2010 for grade AST3, first step is EUR 2888.07€;
- In addition to the basic salary, staff members may be entitled to various allowances, such as an expatriation allowance (16% of basic salary), household allowance, dependent child allowance and education allowance. The salary is subject to a Community tax deducted at source and staff members are exempt from national taxation;

- Please note that recruitment is done in the first or second step of the indicated grade, depending on the duration of the acquired professional experience. EMSA offers a comprehensive welfare package including pension scheme, medical, accident and occupational disease insurance coverage, unemployment and invalidity allowance. Further information regarding rights and conditions of employment can be found in the following document:
http://ec.europa.eu/civil_service/docs/toc100_en.pdf;
- The place of employment is Lisbon, Portugal.

Submission of applications:

Each application shall contain the three following documents:

- 1) A **detailed curriculum vitae, clearly justifying educational and professional experience** in European format (that can be obtained at the following address or downloaded from EMSA web site)
<http://europass.cedefop.eu.int/europass/home/vernav/Europasss+Documents/Europass+CV/navigate.action>;
- 2) A duly completed and signed **declaration of honour** (to be downloaded from EMSA web site);
- 3) A **motivation letter** of 2 pages maximum.

Candidates are kindly requested to provide **5 copies (1 original + 4 copies)** of their application in order to facilitate the recruitment process. The complete application should be sent **by registered mail** to:

Vacancy reference n°: EMSA/AST/2011/02 – ICT Service Desk Assistant

EMSA
HR Sector
Cais do Sodre
1249-206 Lisbon
Portugal

Only complete applications containing the **three above mentioned documents** and sent by **registered mail within the deadline** will be taken into account.

The postmark will serve as **proof of the date of dispatch**. The **vacancy reference** number must be clearly **indicated** on the **envelope**.

The deadline for sending your application is 18th June 2011.

Please note:

- Mention clearly your address for correspondence and for invitation to an interview. All correspondence will be sent to this address. Inform us of any change immediately.
- EMSA is an equal opportunities employer and encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction whatsoever on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age, marital status or other family situation or sexual orientation.
- If you are invited to an interview you will be asked to submit supporting documents to prove the information provided in your application.
- You may apply in any of the official languages of the European Community, but it would be helpful to **apply in English** in order to **facilitate the selection process**. However you are requested to **state your educational qualifications** and positions held in the **language of origin**.

The Selection Process:

All candidates will receive an acknowledgement of receipt for their application. For each selection process a Selection Panel is nominated. The Selection Panel will evaluate all applications and select those candidates meeting the eligibility criteria and matching best the selection criteria required in this vacancy notice. The **selected candidates** will be invited to **pass one or several written exams** related to the job profile and to take part in a **selection interview**.

During this recruitment phase, the selected candidates will be evaluated by the Selection Panel. After the interviews, the Selection Panel will draw up a list of the most suitable candidates. The **Appointing Authority will select the successful candidate** and inform him/her accordingly. As soon as this decision is taken, **all candidates will receive an information letter**.

Please note that a **binding commitment** can only be made **after verification of all conditions** and will take the form of a **contract signed by the Executive Director**.

The reserve list will remain valid for a period of 1 year following its establishment. Therefore candidates whose name will be put on a reserve list could be offered a contract during this period of time.

Please note that the **selection process may take several months** to be completed and that **no information** will be released **during this period**. Once a selection process has been completed, its status will be displayed on our web site.