



Vacancy Notice

Information and Communication Technology Officer (CA FG IV)

Ref. ENISA-CA18-IV-2018-07

The European Union Agency for Network and Information Security (ENISA) welcomes applications from highly motivated candidates to contribute to the development of the Agency.

Please send us your applications by no later than 3rd September 2018 at 16:00 (Greece local time).

1. The Agency

The Agency is a centre of expertise for cyber security in Europe.

Since it was set up in 2004¹, ENISA is actively contributing to a high level of network and information security (NIS) within the Union, to the development of a culture of NIS in society and in order to raise awareness of NIS, thus contributing to proper functioning of the internal market.

ENISA focuses on five main areas:

- Collecting and analysing data on security incidents and emerging risks in Europe;
- Assisting and advising the Commission and the Member States in their dialogue with industry to address security related problems and, when called upon, in the technical preparatory work for updating and developing Community legislation in the field of network and information security;
- Promoting best practices, risk assessment and risk management, training and awareness raising actions;
- Encouraging co-operation between different actors, developing and maintaining contact with institutions, the business community and consumer organizations, notably through public/private partnerships;
- Tracking the development of standards for products and services in the field of network and information security and promoting their use.

ENISA is located in Heraklion (the agency's official seat) with an operational office in Athens (Greece). The place of employment for the **Information and Communication Technology Officer** is **Athens**.

ENISA's staff are expected to be reasonably mobile in order to respond to the needs of the Member States on the basis of planned as well as ad hoc needs.

Further information about ENISA may be found on our website: <https://www.enisa.europa.eu/>

¹ Regulation (EU) No 526/2013 of the European Parliament and of the Council of 21 May 2013, repealing Regulation (EC) No 460/2004, (OJ L 165/41, 18.06.2013).

2. Job description

The Information and Communication Technology (ICT) Officer will be part of the Corporate Services (CS) Unit. Reporting to the Head of the CS Unit, the jobholder will be responsible for a number of tasks as outlined in the key responsibilities below.

Key responsibilities:

- Advising the Head of Unit in ICT matters, where applicable;
- Ensuring the smooth running of the IT operations, monitoring and infrastructure, including security and backup / restore;
- Assisting in installing, configuring, maintaining and upgrading ICT hardware;
- Assisting in installing, configuring, maintaining and upgrading ICT systems and software;
- Assisting in researching, designing and testing new technologies for potential implementation in the agency;
- Ensuring that documentation of ICT systems, services, procedures and applications is up to date;
- Monitoring outsourced services and supporting the administration thereof;
- Providing user provisioning and help desk services, including those related to user training;
- Supporting ICT administration and projects, including procurement, planning and design;
- Supporting vendor and contract management activities, as well as inventory management and other ICT logistics support;
- Supporting the Information Security Officer in drafting policies and investigating security incidents;
- Performing any other tasks that are appropriate to the role and are required.

3. Qualifications and experience required

3.1. Eligibility Criteria

- A level of education which corresponds to completed university studies of at least three years attested by a diploma²;
- In addition to the above, three years of professional experience relevant to the duties related to the specific area as described under point 2. "Job description", after the award of the diploma;
- Thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official European language³.

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

- Be a national of one of the Member States of the European Union,
- Be entitled to his/her full rights as a citizen⁴,
- Have fulfilled any obligations imposed by the applicable laws concerning military service,
- Be physically fit to perform the duties linked to the post⁵.

3.2. Selection criteria

High Scoring Criteria (5 points per criterion)

- University degree in a relevant field that includes information and/or communication technology, computer science, computer engineering, electronics or equivalent;
- Extensive experience of ICT issues and technologies, including technical experience, all-round knowledge and experience of IT strategy, principles, policy and action plans formulation and implementation in a complex organisation with a focus on keeping up with new trends/competencies in the area;

² Only diplomas issued by EU Member State authorities and diplomas recognised 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 recognised 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 Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Union language.

⁴ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

⁵ Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Union.

- Demonstrated experience in engineering various IT solutions, analysing systems and requirements, experimenting and testing, performing vulnerability and security assessments;
- Working experience in managing Microsoft Active Directory infrastructure and/or working with cloud infrastructure (Azure, AWS);
- Demonstrated experience with Windows Server (2008R2/2012) and Linux (CentOS, Ubuntu) operating systems;
- Demonstrated experience in Network Security/Networking, Sharepoint and virtualisation of servers;
- Strong capacity to prioritise, manage and organise activities/tasks in order to deliver on several projects simultaneously;
- Solid analytical skills with the ability to understand stakeholders' needs and translate them into concrete efficient and effective solutions;
- Strong communication skills in English both orally and in writing.

Low Scoring Criteria (2 points per criterion)

- Previous professional experience in multicultural environments;
- Proven knowledge and/or experience of contract management in the EU public sector;
- Proven experience in drafting ICT policies.

IMPORTANT:

All high scoring and low scoring criteria are evaluated in order to identify the candidates to be invited for an interview. The top eight (8) candidates (the shortlisted candidates) scoring above the threshold to be set by the selection committee will be invited for an interview. Where for whatever reason one or more of the top eight (8) candidates are not able to participate in the interview process, the Selection Board may pick the next appropriate number of highest ranked applicants. Therefore, candidates are recommended to give evidence of their knowledge by specific examples and/or detailed professional experience in the application form in order to be evaluated in the best possible way. To that purpose candidates are requested to be as detailed and as clear as possible in the description of their professional experience and specific skills and competences.

4. Selection procedure

The selected candidate will be appointed to a position according to the needs of the Agency, on the basis of the reserve list of candidates, proposed by the Selection Board and established following an open selection process involving interviews and tests.

More specifically, the Selection Board decides on those candidates who are admitted to the selection procedure in accordance with the requirements as specified in the vacancy notice. The applications of the candidates admitted to the selection procedure are reviewed and the Selection Board decides on those candidates who are invited to attend an interview. The Selection Board adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether or not candidates are to be admitted. Candidates admitted to a previous selection procedure will not automatically be eligible. Should the Selection Board discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure or that the information on the application form does not correspond with the supporting documents, the candidate will be disqualified.

Shortlisted candidates will be asked to undergo a written test of which the candidates will be informed in advance. Shortlisted candidates will be required to submit electronically relevant supporting documentation demonstrating their educational qualifications and work experience. It is envisaged that the interviews and written test will take place in September 2018. Shortlisted candidates may also be required to provide work-related references upon request of the Agency. The activity of the Selection Board ends with the drawing of a reserve list of suitable applicants to occupy the position advertised. Candidates should note that inclusion on the reserve list does not guarantee recruitment.

The reserve list will be valid until 31/08/2019 and may be extended by decision of the Executive Director for a further 12 months. This list may be used to recruit Staff for other positions in the areas referred to in this vacancy.

Candidates invited to an interview will be informed by e-mail whether or not they have been placed on the reserve list. Candidates placed on the reserve list will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest⁶. If a letter of intention is issued, the candidate must undergo a compulsory medical examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved and the candidate must provide original or certified copies of all relevant documents.

In line with the European Ombudsman's recommendation, ENISA publishes the names of the Selection Board on its website once established. It is strictly forbidden for the candidates to make any contact with the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

All enquiries or requests for information in relation to the competition, including details about candidates' results⁷ should be addressed to the following email address recruitment@enisa.europa.eu.

⁶ In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

⁷ This request for further information does not influence the timeline for lodging an appeal under Article 90 (2) of Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

5. Conditions of Employment

The successful candidate will be recruited as a member of the contractual staff, pursuant to Article 3a) of the Conditions of Employment of Other Servants of the European Union, for a period of three (3) years or until the end of the Agency's mandate whichever is the earliest. This contract may be renewed for a period of five (5) years with the possibility of an indefinite contract at the end of the renewal of five (5) years.

The appointment will be in Function Group IV. The grade will be determined in accordance with the number of years of experience of the successful candidate.

Successful candidates, who are recruited, shall undergo an initial probation period of 9 months. For reasons related to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

The pay of staff members consists of a basic salary⁸ supplemented with various allowances, including family allowances, etc. The indicative basic monthly salary for Function Group IV, grade 13, step 1 is **3404.15 EUR**. This salary will be weighted by the corrective coefficient affected to the hosting country of the agency. The current corrective coefficient is 79.9 % which will be reviewed yearly with possible retroactive effect.

Other benefits include:

- Special ID card, issued by the Greek Ministry of Foreign Affairs;
- Special car license plates (for certain grades);
- Additional financial support for the education of children "subject to budget availability";
- VAT exemption allowance on certain goods for a period of 2 years;
- Statutory staff who have completed at least 10 years of service or reached pensionable age, are entitled to a pension under the pension scheme of the European Union institutions (PSEUI).

Further information on working conditions of Temporary staff and Contract staff can be found in the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

⁸ Basic Salary: there is a basic salary scale for each grade, divided into a number of steps. The final step is defined according to the total number of years of experience starting from the education certificate/degree giving access to the position.

6. Community Tax

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 additional information about salaries, deductions and allowances please consult the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

7. Data protection

The purpose of processing the data you submit is to manage your application(s) in view of possible pre-selection and recruitment at ENISA. ENISA does not publish personal data of candidates. Personal data is processed by and accessible to authorised ENISA personnel. Personal data submitted is kept confidential. ENISA adheres to and is regulated under [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 European Union institutions and bodies. ENISA is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries you may contact the Data Protection Officer at: dataprotection@enisa.europa.eu

Candidates are invited to consult the [privacy statement](#) which explains how ENISA processes personal data in relation to recruitment selections.

8. Equal opportunity

ENISA is an equal opportunities employer and accepts applications without distinction on the grounds of sex, racial or ethnic origin, religion or belief, age or sexual orientation, marital status or family situation. Applications from women and disabled candidates are encouraged. The staff is recruited on the broadest possible geographical basis from among nationals of all Member States of the European Union.

9. Complaints

If a candidate considers that he or she has been adversely affected by a particular decision, he or she can lodge a complaint under Article 90(2) of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#), within 3 months from the date of notification to the following address:

Executive Director
ENISA
1 Vasilissis Sofias

Marousi 151 24
Attica, Greece.

Should the complaint be rejected, pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#) and Article 91 of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#), 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:

Registry
The General Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg
Luxembourg

Please note that the Appointing Authority does not have the power to amend the decisions of a Selection Board. The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court unless rules which govern the proceedings of Selection Boards have been infringed. For details of how to submit an appeal, please consult the website of The Court of Justice of the European Union: <http://curia.europa.eu>

It is also possible to complain to the European Ombudsman pursuant to Article 228 of the [Treaty on the Functioning of the European Union](#) as well as the [Statute of the Ombudsman](#) and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute.

European Ombudsman
1 Avenue du President Robert Schuman
CS 30403
67001 Strasbourg Cedex
France
<https://www.ombudsman.europa.eu/>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90 (2) and 91 of the [Staff Regulations](#) for lodging complaints or for submitting appeals to The General Court pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#). Please note also that, under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

10. Submission of applications

For an application to be valid candidates **shall**:

- Use the official application form published with this vacancy. Applicants may use any of the official languages of the European Union to complete the form, however it is **highly recommended** to submit the applications in English, which is the working language of ENISA. The format of the PDF application form must not be changed.



- Submit their application within the set deadline through the website of ENISA or by e-mail to: ENISA-CA18-IV-2018-07@enisa.europa.eu;
- Indicate in the subject of the e-mail: **ENISA-CA18-IV-2018-07**

Incomplete applications will be disqualified and treated as non-eligible. Candidates should submit a separate application for each vacancy they want to apply for.

At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.). Candidates are reminded not to wait until the final days before the closing date for applications.

Please note that the selection process may take several months. Status of the selection procedures can be consulted at: <https://www.enisa.europa.eu/recruitment/vacancies/status-of-recruitment-procedures>

The **closing date** and time for the submission of applications is:

3rd September 2018 (16:00 Greece local time).

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