



## VACANCY NOTICE

*For the establishment of a reserve list of:*

### **IT & Facilities Support Assistants (AST 3)**

Ref. ENISA-TA-AST-2013-03

Applications are invited for the establishment of a reserve list of: **IT & Facilities support Assistants** at the European Network and Information Security Agency.

#### **The Agency**

The European Network and Information Security Agency was established by the European Parliament and the Council Regulation (EC) No 460/2004 of 10 March 2004 (OJ L 77, 13.3.2004)<sup>1</sup> in order to assist the Community in ensuring a high and effective level of network and information security. The Regulation (EC) No **1007/2008**<sup>2</sup> of the European Parliament and of the Council of 24 September 2008 amended the Regulation (EC) No 460/2004 establishing the European Network and Information Security Agency as regards its duration. The Agency shall contribute to the development of a culture of network and information security for the benefit of the citizens, consumers, enterprises and public sector organisations of the European Union.

ENISA shall assist the Commission, the Member States and the business community in meeting the requirements of network and information security, including those of present and future Community legislation.

The Agency will facilitate the development of a culture of security that builds on solid education and training foundations, awareness and best practices, and that encourages individuals, business and public administrations to actively participate in the protection of their information technology and network facilities.

In establishing and promoting this holistic approach to security, the Agency's activities shall be focused along five main axes:

- 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

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<sup>1</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32004R0460:EN:HTML>

<sup>2</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2008:293:0001:0002:EN:PDF>

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.

The seat of ENISA is Heraklion (Greece). Place of employment is Athens. The Agency Staff is 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. Applicants will be expected to travel in line with the requirements of the assignment for which they are working.

The Agency offers an attractive arrangement of flexible working.

Further information about ENISA may be found on our website:

<http://www.enisa.europa.eu/>

## **Job description**

Based in the Athens branch office, reporting to the Head of Unit, the job holder will be responsible for the following tasks:

- Installing IT and Facilities equipment when necessary
- Providing IT and Facilities Help Desk support to staff, escalating when necessary
- Providing user training related to IT and office equipment
- Ensuring the optimal operation of all IT and other office equipment, as well as services, including PCs, printers, heating and lighting, etc.
- Ensuring the optimal operation of all meeting facilities
- Maintaining the inventory of IT and Facilities equipment, including maintenance and assignment, and replenishing stock
- Working closely with the Security Officer to maintain a high level of security
- Regular liaising and reporting to IT and Facilities staff in the Head Office
- Liaising and coordinate with those responsible for building maintenance and repair
- Liaising with local suppliers and service providers
- Assisting with other IT and Facilities tasks, as required

## **Qualifications and experience required**

### ***a) Formal requirements:***

#### **A. FORMAL REQUIREMENTS:**

- A post-secondary education and at least 3 years' appropriate professional experience, OR
- A level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least 6 years.
- A good command of at least 2 European languages (one of which must be English, the working language of the agency).

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 or her full rights as a citizen;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post.

#### **B. SELECTION CRITERIA:**

##### ***Essential***

- Knowledge and experience in the areas mentioned in the job description
- Working experience in Help Desk support for IT
- Working experience in IT Operations
- Working experience with Windows Server 2008R2 and Windows 7
- Working experience with Microsoft Active Directory
- Working experience in installing and configuring hardware and software
- Experience in inventory management
- Experience in dealing with suppliers and maintenance companies
- Very good command of both written and spoken English
- Ability to work independently, under pressure and manage responsibilities
- Good analytical, organisational and practical skills

##### ***Advantageous***

- Experience in working in an EU Institution
- Experience with security equipment and systems
- Knowledge of Network and Information Security best practises

## **Selection procedure**

Candidates 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 Committee and established following an open selection process involving interviews.

More specifically, the Selection Committee 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 Committee decides on those candidates who are invited to attend an interview. The Selection Committee 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. Candidates may be asked to undergo a written test; should this be the case candidates will be informed in advance. The activity of the Selection Committee ends with the drawing of a reserve list of suitable applicants to occupy the position advertised. Candidates should note that inclusion on the shortlist does not guarantee recruitment.

The reserve lists will be valid until 31/12/2013 and may be extended by decision of the Executive Director for a further 12 months. Each candidate will be informed by letter whether or not he/she has been placed on the reserve list. 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.

Following this procedure, a reserve list of a maximum of 10 candidates will be drawn up which might be used to recruit staff for positions in the areas referred to in this vacancy. The Selection Committee is nominated by the Appointing Authority and the Staff Committee; its work and deliberations are confidential and impartial. **It is strictly forbidden for the candidates to make any contact with the Selection Committee, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.**

All enquiries or request for information in relation to the competition should be addressed to the following email address [recruitment@enisa.europa.eu](mailto:recruitment@enisa.europa.eu)

## **Data protection**

The purpose of processing of 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) No 45/2001 on personal data. 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](mailto:dataprotection@enisa.europa.eu)

### **Contractual conditions**

The successful candidate will be recruited as a member of the temporary staff, pursuant to Article 2a) of the Conditions of Employment of Other Servants of the European Communities, for a period of three years renewable or until the end of the Agency's mandate whichever is the earliest.

The appointment will be in grade **AST 3**. Successful candidates, who are recruited, shall undergo an initial probation period of 6 months. For reasons related to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

### **Pay and welfare benefits**

The pay of staff members consists of a basic salary supplemented with various allowances, including family allowances.

The indicative basic monthly salary<sup>3</sup> for grade AST 3, step 1, is **3397.73**. Nevertheless, this basic salary is adapted through a series of allowances according to your personal situation (i.e. marital status, dependent children, not being national of the State hosting ENISA and not having habitually resided within the territory of that State during the five years ending six months before the staff member entered the service, etc.). The provisions guiding the calculation of these allowances can be consulted in Annex VII of the EU Staff Regulations available at the following address:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20110101:EN:PDF>

### **Community Tax**

The salaries of staff members are subject to a Community tax deducted at source. They 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 of the European Communities:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20110101:EN:PDF>

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<sup>3</sup> Basic Salary: there is a basic salary scale for each grade, divided into a number of steps. Staff members progress automatically to the next step every two years until they reach the top of the scale for that grade.

Allowances: In addition to their basic salary, staff members may be entitled to various allowances, in particular an expatriation or foreign residence allowance, and family allowances, including household allowance, dependent child allowance, pre-school allowance and an education allowance. Under certain circumstances, in particular where staff members are obliged to change their place of residence in order to take up employment, the Agency may also reimburse various expenses incurred on recruitment, notably removal expenses.

## **Equal opportunities**

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 members are recruited on the broadest possible geographical basis from among nationals of all Member States of the European Communities.

## **Complaints**

If a candidate considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union and Conditions of employment of other servants of the European Union, at the following address:

ENISA  
Attn: Human Resources  
P.O. BOX 1309  
71001 Heraklion, Greece.

### **The complaint must be lodged within 3 months.**

The time limit for initiating this type of procedure (see Staff Regulations as modified by Council Regulation No 723/2004 of 22 March 2004 published in the Official Journal of the European Union L124 of 27 April 2004 – <http://eur-lex.europa.eu/en/index.htm>) starts to run from the time the candidate is notified of the act adversely affecting him/her.

You can submit a judicial appeal under Article 270 of the Treaty on the Functioning of the EU and Article 91 of the Staff Regulations of Officials of the European Communities to the:

### **European Union Civil Service Tribunal**

Boulevard Konrad Adenauer  
Luxembourg 2925

Please note that the appointing authority does not have the power to amend the decisions of a selection board. The Civil Service Tribunal has consistently held that the wide discretion enjoyed by selection boards is not subject to review by the Civil Service Tribunal 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 European Union Civil Service Tribunal:

<http://curia.europa.eu/>

The time limits for initiating these two types of procedure (see Staff Regulations as amended by Council Regulation (EC) No 723/2004 of 22 March 2004, published in Official Journal of the European Union L 124 of 27 April 2004 — <http://eur-lex.europa.eu>) start to run from the time you are notified of the act allegedly

prejudicing your interests. It is also possible to complain to the European Ombudsman pursuant to Article 228 of the Treaty on the Functioning of the European Union and in accordance with the conditions laid down in the Decision of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties, published in Official Journal of the European Union L 113 of 4 May 1994:

**European Ombudsman**

1 Avenue du President Robert Schuman  
CS 30403  
67001 Strasbourg Cedex  
France  
<http://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, respectively, a complaint or an appeal with the European Union Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the EU. 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.

**Submission of applications**

Information about the application procedure at ENISA may be found on our website:  
<http://www.enisa.europa.eu/about-enisa/recruitment/application-procedure>

**Candidates shall carefully check whether they meet all formal requirements by the closing date for the submission of applications.**

For an application to be valid and complete, candidates **must submit the fully filled application form available on the website**, in English only, and send it to the email address indicated in the application form:

[ENISA-TA-AST-2013-03@ENISA.EUROPA.EU](mailto:ENISA-TA-AST-2013-03@ENISA.EUROPA.EU)

within the set deadline. Only the application sent by email within the deadline will be taken into consideration. **The format of the PDF application must not be changed.**

**Applications must be saved under the following format imperatively:**

**FAMILYNAME\_FIRSTNAME\_2013\_03**  
**(example: MARTY\_JOHN\_2013\_03.pdf)**

**Failure to fulfill the requirements above may result in exclusion from the selection process.**

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 should submit a separate application for each vacancy they apply for.**

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

**Monday 2<sup>nd</sup> April 2013 (14:00h Heraklion, Greece local time).**

**Both vacancy and application form will become unavailable as from 14:00 Greek local time on 02/04/2013.**

*Published on ENISA website: Friday 1<sup>st</sup> March 2013*