

Making the railway system
work better for society.

Call for Applications for posts of Administrators (IT Officers) in the Resources and Support Unit

Temporary Agent 2(f) (AD5) - with a further view to establish a reserve list - ERA/AD/2019/005

I - JOB CONTENTS

The jobholder will work in the Resources and Support Unit in the ITFM Team (Information Technology and Facility Management), under the responsibility of the ITFM Team Leader.

The purpose of the IT and Facilities Management Team is to contribute to the achievement of the goals and operational objectives of the Agency by ensuring that the Units have the ICT infrastructure, the information systems and the support services which are appropriate to carry out their function.

The Agency is looking for Administrators (IT Officers) **in 2 different areas**.

Therefore, this call covers 2 fields:

- › Field 1: Software development;
- › Field 2: ICT infrastructure management.

Candidates may apply for one field or for both of them.

Candidates must clearly indicate in their ERA application form for which field(s) they apply.

Candidates shall not be able to change the chosen field(s) after the submission of the ERA application form.

Field 1 – Software development

The main duties of the jobholder will include, but not limited to:

- › The development, configuration, administration, operation, and maintenance of the ERA ICT tools, managing projects and service delivery processes end-to-end;
- › Contributing to the improvement of the ICT environment of the Agency.

Main tasks and responsibilities:

Delivery, service provision and support

- › To deliver IT operational service outcomes as required;
- › To receive, investigate and resolve incidents, problems and service requests;
- › To establish and maintain a plan to enable the business and IT to respond to incidents and disruptions in order to continue operation of critical business processes and required IT services and maintain availability of information at a level acceptable to the Agency;
- › To define and maintain appropriate business process controls to ensure that information related to and processed by in-house or outsourced business processes satisfy all relevant information control requirements.

Building, acquisition and implementation

- › To undertake market analysis, benchmarking, reference customer, exhibition, vendor visits and similar information gathering for upcoming initiatives and for staying up-to-date with latest developments and trends;
- › For assigned projects, to handle project management work from all the five process groups “Initiating”, “Planning”, “Executing”, “Controlling” and “Closing”;
- › To apply project management methodologies (e.g. PM²) and ERA IMS procedures when utilising tools, working with and producing documents and documentable items;
- › To author or co-author tender specifications for projects that require partial or full outsourcing of work;
- › To play a key role in the evaluation, selection, negotiation of terms and contractor relationship management for those initiatives;
- › To interface closely with the Agency’s affected and sourcing units and the individual project’s governance structure;
- › To liaise with peers in other Agencies and EU institutions.

Field 2: ICT infrastructure management

The main duties of the jobholder will include, but not limited to:

- › The development, configuration, administration, operation, and maintenance of the ERA ICT environment, managing projects and service delivery processes end-to-end;
- › Contributing to the improvement of the ICT environment of the Agency.

Main tasks and responsibilities:***Delivery, service provision and support***

- › To install, configure and administrate the Agency back office servers hardware, operating systems and software environments – production as well as test/training/staging platforms;
- › To operate and to administrate the Agency mobility computing and communications infrastructure
- › To administrate large LAN/WAN environments;
- › To perform service level management to ensure that Service Level Agreements and underpinning Operational Level Agreements or contracts are met;
- › To troubleshoot, to audit and to report on the various ICT components and as a whole;
- › To manage ICT infrastructure projects, possibly outsourcing part of the work.

Building, acquisition and implementation

- › To undertake market analysis, benchmarking, reference customer, exhibition, vendor visits and similar information gathering for upcoming initiatives and for staying up-to-date with latest developments and trends;
- › For assigned projects, to handle project management work from all the five process groups “Initiating”, “Planning”, “Executing”, “Controlling” and “Closing”;
- › To apply project management methodologies (e.g. PM²) and ERA IMS procedures when utilising tools, working with and producing documents and documentable items;
- › To author or co-author tender specifications for projects that require partial or full outsourcing of work;
- › To play a key role in the evaluation, selection, negotiation of terms and contractor relationship management for those initiatives;
- › To interface closely with the Agency’s affected and sourcing units and the individual project’s governance structure.

II - ELIGIBILITY CRITERIA

For both fields, the selection procedure is open to candidates who satisfy all the following eligibility criteria, on the closing date for the submission of applications:

1. **General requirements:**

- › Be a national of a Member State of the European Union, or a national of the European Economic Area (Iceland, Liechtenstein and Norway);
- › Be entitled to the full rights as a citizen;
- › Have fulfilled any obligations imposed by the applicable laws concerning military service¹;
- › Meet the character requirements for the duties involved²;
- › Be physically fit to perform the duties linked to the post³;
- › Have a very good knowledge of an official language⁴ of the European Union and a satisfactory knowledge of another official language⁵ of the European Union to the extent necessary for the performance of the duties pertaining to the post;
- › Be below the age at which staff of the EU is automatically retired, i.e. currently on the last day of the month in which he/she reaches the age of 66⁶.

2. **Qualifications:**

- › Have a level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is 3 years.

Important:

- › The university studies must be in the field of computer science or information technology or in an educational curriculum which entails computer science or information technology.

Only qualifications issued by EU Member State authorities or EEA (European Economic Area) authorities and qualifications recognized as equivalent by the relevant EU or EEA Member State authorities will be accepted.

¹ If applicable

² Prior to engagement, the successful candidate will be required to provide a certificate confirming the absence of any criminal record

³ Prior to engagement, the successful candidate shall be examined in a medical centre indicated by the Agency in order to confirm that the requirements of Article 28 (e) of the Staff Regulation of Officials and CEOS of EU are met

⁴ Your mother tongue or another official EU language of which you have a very good knowledge corresponding to level C1 as defined in the Common European Framework of Reference for Languages (CEFR) <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

⁵ Knowledge of your second official EU language corresponding to at least level B2 as defined in the Common European Framework of Reference for Languages (CEFR)

⁶ See Article 52 (a) of the Staff Regulation of Officials for Temporary Agents, applicable to Contract Agents by analogy, Article 119 CEOS

III - SELECTION CRITERIA

The candidates meeting the eligibility criteria set out above, will be assessed and scored against selection criteria. Candidates do not need to satisfy all selection criteria: candidates not satisfying one or more selection criteria will not be immediately excluded from the selection.

Selection criteria used to assess the candidates applications depending on the chosen field(s):

Field 1 – Software development

- › Good command of English⁷;
- › Proven knowledge in the specification, development and implementation of application management;
- › Proven knowledge, based on official certifications preferably of one of the following Microsoft technologies will be considered as an advantage:
 - Microsoft Dynamics 365 for Customer Engagement;
 - Microsoft SharePoint 2013 and higher;
 - SharePoint Designer 2013 and higher;
 - Microsoft Team Foundation Server 2015 / Microsoft DevOps Services.
- › Proven knowledge, based on official certifications preferably of one of the following languages and protocols will be considered as an advantage:
 - JavaScript (jQuery);
 - Microsoft ASP .NET 4.x and 5.x;
 - Microsoft Visual C# 4.x;
 - Microsoft .NET Framework 4.x;
 - SQL;
 - UML 2.0 or above;
 - Web Services;
 - HTML;
 - CSS;
 - XML;
 - WCF Services;
 - Windows Workflows.
- › Project Management knowledge and/or experience demonstrated by formal accreditation / certification (e.g. Prince2, PMI, SCRUM, PM². etc.) will be considered as an advantage;
- › Proven knowledge in the field of software quality management;
- › Proven knowledge, based on official certifications, in software development (such as CSDP, or other certifications conformal to ISO/IEC 24773) will be considered as an advantage.

Field 2: ICT infrastructure management

- › Good command of English⁸;
- › Proven knowledge / skills demonstrated by certifications and experience within back-office support functions, based on ITIL Incident, Problem and Change management processes;
- › Proven knowledge based on official certifications preferably of one of the following Microsoft technologies in version:
 - Microsoft Office suites 2013-2019;
 - Microsoft Windows Server operating systems 2012-2019;

⁷ As the vehicular language at the Agency is English, a minimum B2 level (in all domains) in English is required

⁸ See footnote 7

- Microsoft AD DS, AD FS, AD CS, GPO 2012-2019;
- Microsoft Office servers 2010-2019;
- Azure AD, Office 365 main components;
- PowerShell;
- › Proven knowledge based on official certifications preferably of one of the following VMware technologies on version 5.5 – 6.7:
 - VMware ESXi;
 - VMware vCenter, UM;
 - VMware SRM.

The educational/academical qualifications and/or professional experiences must be described as precisely as possible in the ERA application form.

The candidates who are judged to be the most suitable on the basis of the selection criteria will be invited for an interview and a written test.

IV - INTERVIEW, WRITTEN TEST AND ADDITIONAL TESTS (if applicable)

Candidates selected for the test phase consisting of a structured interview and a written test will be assessed and scored on the basis of the following criteria:

For the interview: criteria relevant for the Field 1 – Software development:

- › Motivation;
- Hard and soft skills:**
 - › Knowledge and implementation of software development standards;
 - › Knowledge and implementation on application integration exploiting cloud services;
 - › Knowledge and implementation of protection of information assets;
 - › Knowledge and/or experience in project management;
 - › Ability to communicate in English (minimum B2 level);
 - › Awareness of systematic and methodical processes into projects, individual and team work;
 - › Ability to balance procedural demands of projects planning and compliance with business requirements to determine the resources needed to achieve effective and timely solutions;
 - › Ability to analyse risks ensuring compliancy with the regulatory environment;
 - › Ability to identify relevant technology to be proposed to address more effectively business requirements' needs.

For the interview: criteria relevant for the Field 2 – ICT infrastructure management:

- › Motivation;
- Hard and soft skills:**
 - › Knowledge and implementation of ITIL practices;
 - › Knowledge and/or experience in project management;
 - › Knowledge and implementation of cloud services;
 - › Knowledge and exploitation of Microsoft Active Directory;
 - › Ability to communicate in English (minimum B2 level);
 - › Awareness of systematic and methodical processes into projects, individual and team work;
 - › Ability to analyse ICT services requirements to determine the resources needed to achieve objectives and overcome cross-functional barriers;
 - › Ability to analyse risks ensuring compliancy with the regulatory environment;

- › Ability to identify relevant technology to be proposed in the specific ICT domain to address more effectively service delivery.

For the written test: criteria relevant for both fields:

- › Capability to address how business requirements and expectations are met;
- › Ability to communicate in written in English;
- › Ability to structure the communication in relation to the content.

For English native speakers, your ability to communicate in your second EU language will be tested during the interview. As this forms part of the general requirements stated above, any failure in proving the satisfactory level of your second EU language would lead to your exclusion from the selection.

Call for Applications for posts of Administrators (IT Officers) in the Resources and Support Unit

Temporary Agent 2(f) (AD5) - with a further view to establish a reserve list - ERA/AD/2019/005

<i>Date of publication:</i> 02/09/2019	<i>Deadline for applications:</i> 01/10/2019 (23.59 CET, Valenciennes local time)
<i>Type of contract:</i> Temporary Agent 2(f) <i>Function group and grade:</i> AD5	<i>Place of employment:</i> Valenciennes, France
<i>Duration of contract:</i> 4 years and may be renewed for a definite period of no more than 4 years. If renewed for a second time, the contract becomes indefinite	<i>Monthly basic salary:</i> 4.787,36 EUR at step 1 with a weighting factor of 16,7 % (from 01/07/2018) plus specific allowances where applicable
<i>Unit:</i> consult: http://www.era.europa.eu	
<i>Applications to be sent by email only to mailbox:</i> jobs@era.europa.eu	<i>Reserve list valid until:</i> 01/10/2021, with the possibility of extension

THE AGENCY

The European Union Agency for Railways is an agency of the European Union established by the [Regulation \(EU\) 2016/796](#). Its purpose is to support the development of a Single European Railway Area, without frontiers, guaranteeing a high level of safety.

The Agency's main objective is to make the railway system work better for society.

We are committed to achieve this by:

- › Providing certifications, authorisations and pre-approval services to the railway sector;
- › Developing a common approach to safety on the European Rail Traffic Management System (ERTMS);
- › Monitoring National Safety Authorities (NSAs) and Notified Bodies;
- › Assistance (e.g. dissemination, training) to member states, NSAs and stakeholders;
- › Providing technical support to the European Commission, and
- › Promoting simplified access for customers for the European rail sector.

More details on our activities are available in our [Single Programming Document](#).

The Headquarter of the Agency is in Valenciennes, with some event facilities in Lille dedicated to specific events. Currently the Agency employs around 175 staff. [Here](#) you can find our mission, vision and values.

For more information, please read about us on era.europa.eu.

THE RESOURCES AND SUPPORT UNIT

The Resources and Support Unit (RSU) provides the Agency with services aiming to support its daily functioning for aspects related to:

- › Human Resources Management;
- › Information Technology, and
- › Facilities Management.

In particular, the RSU implements and monitors human various human resources policies and practices ensuring efficient selection, recruitment, training and career management and its administrative implications.

The RSU Unit also manages the Agency's premises, taking care of the maintenance, cleaning and security services.

It also coordinates and operates the IT infrastructure, which delivers and maintains information and communication technology solutions to boost the effectiveness and efficiency of the Agency.

APPLICATION PROCEDURE

For applications **to be valid**, the candidates must submit the ERA application form duly completed on the closing date for the submission of applications.

Candidates holding non-EU degrees/diplomas are requested to send the EU validated degrees/diplomas scanned versions together with their ERA application.

Failure to comply with the instructions will result in the exclusion from the selection procedure.

The vehicular language of the Agency being English, candidates are encouraged to apply in English to facilitate the selection process.

Applications must be sent by email to mailbox jobs@era.europa.eu until **01/10/2019** at 23.59 CET (Valenciennes local time) at the latest, **clearly indicating the call for applications reference number in the subject line.**

Please note that applications submitted by fax or postal mail shall not be taken into consideration.

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

It is forbidden for candidates to make direct or indirect contact with the members of the Selection Committee, or for anyone to do so on their behalf. The Authority Authorised to Conclude Contracts by delegation (hereinafter AACC) reserves the right to disqualify any candidate who disregards this instruction.

A reserve list will be established and will be valid for 2 years as of the closing date of the selection procedure. The validity of the reserve list may be extended if the AACC so decides. The reserve list may be used for the engagement for other posts carrying the same FG and grade, profile as the one described above.

Please note that due to the large numbers of applications we might receive by the submission deadline, the system may encounter problems processing large amounts of data. Applicants are therefore advised to send their ERA application well ahead of the deadline.

Important: Supporting documents (e.g. certified copies of degrees/diplomas, proof of experience, etc.) should NOT be sent at this stage but shall be requested at a later stage of the procedure. No documents will be sent back to candidates.

SELECTION PROCEDURE

The selection will be organised as below:

1. The AACC or his delegate sets up a Selection Committee consisting of at least: a Head of Unit (HoU) and/or an Administrator leading a Sector, a member representing Human Resources (HR) and a member representing the Staff Committee (SC);
2. The Selection Committee will check the submitted applications against the specific conditions described in the 'Eligibility criteria' section in the Call for Applications;
3. Applications satisfying these conditions will then be assessed and scored against the selection criteria described in the 'Selection criteria' section in the Call for Applications.
4. For each of the post, the Selection Committee will assess and score each eligible application according to the educational /academic qualifications and professional experiences of the candidate with respect to each profile described in the 'Job Content' section in the Call for Applications;
5. The Selection Committee shall invite the first **15** highest scoring (for the **field 1 – Software development**) and the first **15** highest scoring (for the **field 2 – ICT infrastructure management**) candidates scoring no less than a minimum of 60% of the total points awarded for the selection criteria. All candidates having a score equal to the **15** highest scoring candidate shall be invited for both fields;
6. Shortlisted candidates are invited to participate in the next step of the selection procedure generally consisting of an interview and a written test;
7. The interview and the written test shall be done in English. If your mother tongue is English, the second language indicated in the application form may be tested;
8. The scores for the interviews and the written test are established as follows:
 - › Total score for the interview: **60 points** Minimum score to pass: **36 points**
 - › Total score for the written test: **40 points** Minimum score to pass: **24 points**

Candidates' written test shall not be assessed if the minimum score to pass during the interview is not reached;
9. Following the results of the interviews and the written test, the Selection Committee proposes a list of suitable candidates to the AACC. For each fields, the first **5** candidates achieving the qualifying pass marks defined in point 8 will be placed on the reserve lists. All candidates having a score equal to the **5** highest scoring candidate will be included in these lists. These reserve lists will be in order of merit. Candidates should note that inclusion on these reserve lists does not guarantee engagement;
10. Before engaging a temporary agent, the AACC or his delegate examines whether the candidate has any personal interest such as to impair his/her independence or any other conflict of interest. The candidate shall inform the AACC or his delegate, using a specific form of any actual or potential conflict of interest. If necessary, the AACC shall take any appropriate measures;
11. The Agency applies very strict rules on conflict of interest. Given the special and specific nature of the work undertaken by ERA, specific rules on conflict of interests applicable to staff members have been adopted by the Management Board. For more information please refer to [Decision 199](#) of the Management Board Adopting the Framework for Good Administrative Behaviour and its Annex. Applicants must confirm their willingness to comply with these rules in their application form;

- 12. The reserve lists shall be valid until 01/10/2021. It may be extended via an AACC decision;
- 13. Suitable candidates shall be engaged upon decision of the AACC. Prior to being offered a contract of employment, candidates on the reserve lists may be required to undergo an interview with the Executive Director;
- 14. Prior to being offered a contract of employment, appointed candidates shall be required to submit all relevant documents proving educational background and professional experience;
- 15. Under no circumstances should candidates approach the selection committee, directly or indirectly, concerning this engagement. The AACC reserves the right to disqualify any candidate who disregards this instruction.

SUMMARY OF CONDITIONS OF EMPLOYMENT AND BENEFITS	
<p>1. Salaries are exempted from national tax, instead a tax to the benefit of the European Union is deducted at source;</p> <p>2. Annual leave entitlement of two days per calendar month plus additional days for age and grade, plus 2 ½ days for expatriate staff and in addition on average 16 ERA holidays per year;</p> <p>3. General and applicable technical training plus professional development opportunities;</p> <p>4. EU Pension Scheme (after 10 years of service);</p> <p>5. EU Joint Sickness and Insurance Scheme accident and occupational disease insurance coverage, unemployment and invalidity allowance and travel insurance;</p>	<p>Depending on the individual’s personal situation and the place of origin, staff members may be in addition entitled to:</p> <ul style="list-style-type: none"> 6. Expatriation or foreign residence allowance; 7. Household allowance; 8. Dependent child allowance; 9. Education allowance; 10. Installation allowance and reimbursement of removal costs; 11. Initial temporary daily subsistence allowance; 12. Other benefits (reimbursement of travel expenses on taking up duty, etc.) <p>For further information on the respective conditions, please consult the Annex VII of the Staff Regulations (from page 96 to 110): http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF</p>

COMMITMENTS	
<p>Commitment to promote equal opportunities: The Agency is an equal opportunities employer and strongly encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction whatsoever on grounds of nationality, age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities, marital status or other family situation.</p>	<p>Appeal procedure: Candidates who participated in a selection procedure may request feedback on their performance of the written test, additional tests and interviews. A candidate who considers that the procedure was implemented incorrectly and/or a mistake has been made at any stage of the assessment procedure may request a review of his/her application, and may lodge a complaint or an appeal. To this end, a request for review may be submitted, within 20 calendar days of the email informing him/her of the rejection of his/her</p>

	<p>application. The request for review should quote the reference of the selection procedure concerned and should mention clearly the eligibility criterion/a requested to be reconsidered as well as the grounds for requesting the review.</p> <p>This request should be addressed to the Agency's dedicated mailbox (jobs@era.europa.eu). The candidate shall be informed, within 15 calendar days following the receipt of his/her request, on the decision of the Selection Committee on the matter.</p>
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APPEAL AND COMPLAINT PROCEDURES	
<p>If a candidate considers that he/she has been adversely affected by a particular decision, he/she can lodge an administrative complaint under Article 90 (2) of the Staff Regulations of Officials and Conditions of employment of other servants of the European Union, at the following address: The Chairman of the Management Board European Union Agency for Railways 120, rue Marc Lefrancq FR - 59300 Valenciennes</p> <p>The complaint must be lodged within 3 months from the time the candidate is notified of the act adversely affecting him/her.</p> <p>If the complaint is rejected the candidate may bring a case under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials of the European Communities and Conditions of Employment of Other Servants of the European Communities before: The General Court of the European Union Postal Address L-2925 Luxembourg http://curia.europa.eu/</p> <p>Please note that the AACC does not have the power to amend the decisions of a Selection Committee. The Court has consistently held that the wide discretion enjoyed by Selection Committee is not subject to review by the Court unless rules which govern the proceedings of Selection Committees have been infringed.</p>	<p>It is also possible to complain to the European Ombudsman pursuant to Article 228(1) 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 the general conditions governing the performance of the Ombudsman's duties, published in Official Journal of the European Union L 113 of 4 May 1994:</p> <p>European Ombudsman 1, Avenue du Président Robert Schuman – CS 30403 FR – 67001 Strasbourg Cedex http://www.ombudsman.europa.eu</p> <p>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 of Officials of the European Union for lodging, respectively, a complaint or an appeal with the General Court of the European Union under Article 270 of the Treaty on the Functioning of the European Union</p>

DATA PROTECTION	
<p>The purpose of processing of the data you submit is to manage your application in view of a possible pre-selection and engagement at the Agency.</p> <p>Your personal data provided to ERA are dealt with in compliance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of individuals with regard to the processing of personal data by the Union Institutions, Bodies, Offices and Agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.</p>	<p>For more information, please consult:</p> <p><u>Privacy Statement - Selection and engagement of the Agency Staff (TA, CA, SNE and trainees)</u></p>