

Making the railway system
work better for society.

Mobility between Union Agencies (IAM): Call for Applications for posts of Administrators (IT Officers) in the Resources and Support Unit

Temporary Agent 2(f) (AD5-AD6-AD7) - IAM/ERA/AD/2019/005

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| <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> The Agency and the selected staff member shall conclude a contract of employment which ensures continuation of the selected staff member's employment and career in the category of Temporary Agent 2(f) | <i>Unit:</i> Resources and Support Unit <i>Team:</i> ITFM <i>Title of the posts:</i> IT Officers |
| <i>Applications to be sent by email only to mailbox:</i> jobs@era.europa.eu | |

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 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.

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, to be considered eligible, candidates must satisfy all the eligibility criteria as specified below on the closing date for the submission of applications:

- › Be a temporary agent 2(f) who, on the closing date for the submission of applications and on the day of filling the vacant post, are employed within their current Agency in the function group and grade corresponding to the published function group and grade bracket;
- › Have at least 2 years' service within his/her agency before moving;
- › Have successfully completed the probationary period provided for in Article 14 of the CEOS, in the relevant function group;
- › Have a university degree in the field of computer science or information technology or in an educational curriculum which entails computer science or information technology.

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 English¹;
- › 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;

¹ As the vehicular language at the Agency is English, a minimum B2 level (in all domains) in English is required

- 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 English²;
- › 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;
 - 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;

² See footnote 1

- › 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.

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.

Failure to comply with the above 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) or his delegate reserves the right to disqualify any candidate who disregards this instruction.

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 the Administrator leading the Sector, a member representing Human Resources (HR), 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 field, the Selection Committee will assess and score each eligible application according to the educational/academical qualifications and the professional experiences of the candidate with respect to the 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. All interviews 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:

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| › 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 field. For each field, the first **5** candidates achieving the qualifying pass marks defined in point 8 will be placed on the lists of suitable candidates. All candidates having a score equal to the **5** highest scoring candidate will be included in these lists. These lists of suitable candidates will be in order of merit. Candidates should note that inclusion on these lists does not guarantee engagement;
10. Before engaging a temporary agent, the AACC 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. Suitable candidates shall be engaged upon decision of the AACC. Prior to being offered a contract of employment, successful candidates may be required to undergo an interview with the Executive Director;
13. 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.

CONTRACTUAL CONDITIONS

1. The Agency and the selected Temporary Agent 2(f) shall conclude a contract of employment which ensures continuation of his/her employment and career in the category of temporary agent 2(f). That contract shall be concluded without interruption of the contract concluded with the agency of origin (“the preceding contract”) and shall fulfil the following requirements, in particular:
 - › The same grade and the same seniority in the grade as the preceding contract;
 - › The same step and the same seniority in the step as the preceding contract.
2. The end dates of the contract concluded with the Agency and of the preceding contract shall be the same. If the contract with the agency of origin was for an indefinite period, the member of temporary staff 2(f) shall also be engaged by the Agency for an indefinite period; In the event that the preceding contract comes to its natural end on the day of the move, the duration of the contract concluded shall be the same as that the Agency would have set in case of a renewal of one of its own Temporary Agent 2(f); A contract of employment concluded following interagency mobility shall not be considered as a renewal unless it ends at a later date than the previous contract, in which case it shall be treated as a renewal;
3. The Temporary Agent 2(f) shall not serve a probationary period in the Agency;
4. The selected Temporary Agent 2(f) shall take up duty in the Agency in principle three months after the job offer, unless it is otherwise agreed between the two agencies and the staff member concerned;
5. The agency of origin shall transfer the personnel file to our Agency no later than 30 days after the date of the move;
6. The rights and entitlements inherent to the country of employment (i.e. France) will be adapted accordingly.

COMMITMENTS

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| <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 application. The request for review should quote</p> |
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| | <p>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. This request should be addressed to the Agency's dedicated mailbox (jobs@era.europa.eu).</p> <p>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 | |
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| <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 | |
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| <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>Privacy Statement - Selection and engagement of the Agency Staff (TA, CA, SNE and trainees)</p> |