

Making the railway system
work better for society.

Call for Applications for a post of IT Assistant in the Resources and Support Unit

*Contract Agent 3(a) (FGIII) - with a further view to establish a
reserve list – ERA/CA/2017/005*

JOB CONTENT

The jobholder will work in the Resources and Support Unit in the ITFM Sector (Information Technology and Facility Management), under the responsibility of the Head of the ITFM Sector. The purpose of the IT and Facilities Management Sector 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 jobholder will be responsible for:

- › The administration, configuration, security, operation, and maintenance of MS SharePoint servers and software related to the DMS (Document Management System) infrastructure;
- › The development, by means of customization of off-the-shelf functionalities, of a comprehensive document and records management system;
- › The development, configuration and maintenance of document libraries, enterprise lists and site collections; workflows implementation.

Main tasks and responsibilities:

Management of the DMS infrastructure

- › To oversee the DMS server infrastructure, user access and application deployment;
- › To support the administration, configuration, security, operation, and maintenance of all DMS servers and software related to the DMS infrastructure;
- › To participate in planning and execution of tasks related to the evaluation of new DMS based initiatives (upgraded versions, third-party solutions, and integration with additional enterprise systems);
- › To develop, configure and maintain document libraries, enterprise lists and site collections;
- › To perform typical system administrative activities such as site creation, user training, backup, restore and issue resolution;
- › To deal with technical support of electronic forms, their purpose and workflows;
- › To provide technical guidance to the team in the technologies related to the development and support of an Enterprise DMS environment.

Integration/Interfacing with Agency Information Systems and Databases

- › To participate in project teams and steering boards dealing with planning, implementation and further development of Agency Information Systems;
- › To support the ERA Web Solutions and to ensure the security of the information display at each level of the DMS platform;

- › To support the SRM (Stakeholder Relationships Management) functionalities;
- › Other related tasks.

ELIGIBILITY CRITERIA

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)¹;
- › Be entitled to the full rights as a citizen;
- › Have fulfilled any obligations imposed by the applicable laws concerning military service²;
- › Meet the character requirements for the duties involved³;
- › Be physically fit to perform the duties linked to the post⁴;
- › Have a very good knowledge of an official language⁵ of the European Union and a satisfactory knowledge of another official language⁶ 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 66⁷.

2. Qualifications:

- › Have a level of post-secondary education attested by a diploma,
OR
- › Have a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least 3 years,
OR
- › Have where justified in the interests of the service, professional training or professional experience of an equivalent level.

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.

3. Professional experience:

To qualify for this profile, you must have at the closing date for applications a total of:

¹ The Member States of the European Union are : Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

² If applicable

³ Prior to engagement, the successful candidate will be required to provide a certificate confirming the absence of any criminal record

⁴ 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

⁵ 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>

⁶ 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)

⁷ See Article 52 (a) of the Staff Regulation of Officials for Temporary Agents, applicable to Contract Agents by analogy, Article 119 CEOS

- › Relevant professional experience of at least 3 years (following the award of the diploma).

SELECTION CRITERIA

The candidates meeting the eligibility criteria set out above, will be assessed and scored against the following **selection criteria** listed below on the basis of the ERA application form:

- › Your educational/academic and professional qualifications and their relevance to the main tasks and responsibilities listed in the job content;
- › Your professional experience: the range of fields covered, type and level of work done and its relevance to the tasks and responsibilities listed in the job content;
- › Proven experience of a minimum of 3 years in DMS related projects;
- › Proven experience and expertise with one or more of the following⁸:
 - MS SharePoint (2013),
 - MS SQL Server/SQL reporting services,
 - Microsoft AD Services 2012,
 - Exchange 2013,
 - MS Visual Studio,
 - F5,
 - EMC,
 - VMware
- › Very good knowledge of the English language (spoken and written as proficient user-C1 level).

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 and will be assessed and scored against other selection criteria.

The following **other selection criteria** will be considered as assets:

- › Official training and certifications on MS SharePoint, MS Visual Studio, MS SQL Server, Microsoft NET Framework;
- › Proven experience and expertise on UML, ITIL v3, PMI PMBOK 4th edition and RUP, RUP@EC or a comparable Software Engineering methodology;
- › Proven experience and expertise in UML for analysis, design and modelling;
- › Experience in working in an international environment.

The educational/academic qualifications and the professional experience and knowledge and experience considered as an asset 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.

⁸ Relevant certifications are considered proof of experience

INTERVIEW, WRITTEN TEST AND ADDITIONAL TESTS (if applicable)

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

- › Technical knowledge;
- › Data and analytics knowledge;
- › Soft skills/behavioural questions.

1. Interview:

- › MS SharePoint Server administration;
- › Business, User and System requirements definition;
- › Metamodels, Taxonomies and Ontologies;
- › Ability to communicate in English (as proficient user-C1 level);
- › Strong customer and service orientation;
- › Specific past work situations

2. Written test:

- › System and software design and related implementation;
- › Ability to communicate in written English (as proficient user-C1 level);
- › Sound command of MS Office applications and related integration with MS SharePoint;

For 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 a post of IT Assistant in the Resources and Support Unit

Contract Agent 3(a) (FGIII) - with a further view to establish a reserve list – ERA/CA/2017/005

<i>Date of publication:</i> 24/08/2017	<i>Deadline for applications:</i> 30/09/2017 (23.59 CET, Valenciennes local time)
<i>Type of contract:</i> Contract Agent <i>Function group and grade:</i> FGIII	<i>Place of employment:</i> Valenciennes, France
<i>Duration of contract:</i> 4 years and may be renewed	<i>Monthly basic salary:</i> 2.536,18 EUR with a weighting factor of 13,8 % (from 01/07/2016) plus specific allowances where applicable
<i>Unit:</i> see below	
<i>Applications to be sent by email only to mailbox:</i> jobs@era.europa.eu	<i>Reserve list valid until:</i> 30/09/2019, with the possibility of extension

THE AGENCY

The European Union Agency for Railways (hereafter “the Agency”) has been established by Regulation (EU) 2016/796 of the European Parliament and of the Council of 11 May 2016. Our mission is to make the railway system work better for society, and we do this by contributing to creating a Single European Railway Area without frontiers guaranteeing a high level of safety, by developing a common approach to safety on the European Train Control Communication System (ERTMS), and by promoting simplified access for customers for the European rail sector. In addition, the Agency will become, from 2019 onwards, the European Authority to issue single EU-wide safety certificates to railway undertakings, to issue vehicle authorisations for operation in more than one country and to grant pre-approval for ERTMS infrastructure.

The Agency is based in Valenciennes (headquarters) and Lille (meeting center), France, and currently employs 160 staff.

For more information on the Agency, please consult our website: <http://www.era.europa.eu>

THE RESOURCES AND SUPPORT UNIT

The Resources and Support Unit provides the overall management of the Agency’s resources and horizontal support to the ERA activities.

The Unit is organised in three Sectors which report directly to the Head of Resources and Support Unit:

- › Human Resources,
- › Finance and Procurement and IT,
- › Facilities Management.

This Unit has currently approximately 40 staff members.

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 vernacular 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 **30/09/2017** 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 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 may 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 sets up a Selection Committee consisting of at least: a Head of the ITFM Sector, an IT Officer, a member from Human Resources (HR) and a member representing the Staff Committee;
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. The Selection Committee will assess and score each eligible application according to the educational/academic qualifications and professional experience of the candidate with respect to the profile described in the "job content" section in the Call for Applications;

<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 public 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>11. Initial temporary daily subsistence allowance;</p> <p>12. Other benefits (reimbursement of travel expenses on taking up duty, etc.)</p> <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 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>

APPEAL AND COMPLAINT PROCEDURES

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 Railway Agency
120, rue Marc Lefrancq
FR - 59300 Valenciennes

The complaint must be lodged within 3 months from the time the candidate is notified of the act adversely affecting him/her.

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/>

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.

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:

European Ombudsman
1, Avenue du Président Robert Schuman – CS 30403
FR – 67001 Strasbourg Cedex
<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 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

DATA PROTECTION

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.

The personal information we request from you will be processed in line with 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 Community institutions and bodies and on the free movement of such data.

See link:
<http://www.era.europa.eu/The-Agency/Jobs/Pages/HR-Privacy-Statement.aspx>