

CALL FOR AN EXPRESSION OF INTEREST FOR A SECONDED NATIONAL EXPERT

Ref. No: eu-LISA/18/SNE/1.1

Post:	IT Specialist
Sector/Unit/Department:	Application Management and Maintenance Unit / Operations Department
Type of post:	Seconded National Expert (SNE)
Place of secondment:	Strasbourg, FRANCE
Starting date:	as soon as possible
Duration of secondment:	2 years and may be renewed if it is justified in the interests of eu-LISA
Level of Security Clearance:	SECRET EU/EU SECRET¹
Closing date:	15 June 2018² at 23:59 EET (Eastern European time) and 22:59 CET (Central European time)

1. INFORMATION ABOUT THE AGENCY

Applicants are invited for the above mentioned position at the European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (hereinafter referred to as “eu-LISA”). eu-LISA was established by Regulation (EU) No 1077/2011 of the European Parliament and of the Council dated 25 October 2011³ (hereinafter referred to as “the Regulation”). eu-LISA became operational on 01 December 2012.

The seat of eu-LISA is Tallinn, Estonia. Tasks related to development and operational management of the current and future systems are carried out in Strasbourg, France. eu-LISA also has a backup site in Sankt Johann im Pongau, Austria and Liaison Office in Brussels, Belgium.

eu-LISA is responsible for the long-term operational management of Eurodac⁴, the second generation Schengen Information System (SIS II)⁵ and the Visa Information System (VIS)⁶. In the future, eu-LISA will be responsible for the preparation, development and operational management of other large-scale IT systems in the area

¹ EC Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information

² Date of publication: **18 May 2018**

³ Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011, OJ L 286, 01.11.2011.

⁴ Council Regulation (EC) No 2724/2000 of 11 December 2000 concerning the establishment of ‘EURODAC’ for the comparison of fingerprints for the effective application of the Dublin Convention, OJ L 316, 15.12.2000.

⁵ Regulation (EC) No 1987/2006 of the European Parliament and of the Council of 20 December 2006 on establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 381, 28.12.2006, and Council Decision 2007/533 JHA of 12 June 2007 on the establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 205, 7.08.2007.

⁶ Regulation (EC) No 767/2008 of 9 July 2008 of the European Parliament and the Council concerning the Visa Information System (VIS) and the exchange of data between member States on short-stay visas (VIS Regulation), OJ L 218, 13.08.2008.

of freedom, security and justice, if so entrusted by means of separate legal instruments. The core task of eu-LISA is to ensure the effective, secure and continuous operation of said IT-systems. The Agency is also responsible for the adoption of the necessary measures to ensure the security of the systems and the security of the data therein.

Beyond these operational tasks, eu-LISA is responsible for reporting, publishing, monitoring and organising specific training sessions on the technical use of the systems, implementing pilot schemes upon the specific and precise request of the European Commission and the monitoring of research relevant for the operational management of the systems.

2. THE OPERATIONS DEPARTMENT

The Operations Department is located in Strasbourg, France.

The Operations Department carries out the core tasks of eu-LISA, namely managing the operations of the IT systems and carrying out all the tasks necessary to keep the systems functioning 24 hours a day and seven days a week.

It manages the operation of the Central SIS II, Central VIS and national interfaces and the Central system of Eurodac and is in charge of the maintenance and technical development, necessary to ensure the proper functioning of these systems and their operational quality. Furthermore, it is responsible for the overall security of the systems.

Subject to an ongoing organisational change the Operations Department will be divided into five Units, covering Planning and Standards, Test and Build, Application Management, Infrastructure Management and 24/7 Support Services. The Department and its Units are located in Strasbourg, France.

3. THE SECONDMENT

SNEs are seconded to eu-LISA according to the Decision No 2012-025 of the Management Board of eu-LISA as of 28 June 2012.

SNEs should enable eu-LISA to benefit from the high level of their professional knowledge and experience, in particular in areas where such expertise is not readily available.

The SNE's employer shall undertake to continue to pay his/her salary, to maintain his/her administrative status throughout the period of the secondment. The SNE's employer shall also continue to be responsible for all his/her social rights, particularly social security and pension.

SNEs shall assist eu-LISA's statutory staff members. They may not perform middle or senior management duties, even when deputising for their immediate superior. Under no circumstances may an SNE on his/her own represent the Agency with a view to entering into commitments, whether financial or otherwise, or negotiating on behalf of eu-LISA.

The SNE shall carry out the duties and conduct his/her tasks solely within the interests of eu-LISA. He/she shall neither seek nor take instruction from any government, authority, organisation nor person outside the Agency. He/she shall carry out the duties assigned objectively, impartially and in keeping with his/her duties of loyalty to the EU.

The initial period of the secondment may not be less than six months nor more than two years. It may be renewed once or more, up to a total period not exceeding four years, at the request of eu-LISA.

Exceptionally, at the request of the Head of Unit or Head of Department concerned and where the interest of the service warrants it, the Executive Director of eu-LISA may

authorise one or more extensions of the secondment for a maximum of two more years at the end of the four-year period.

The secondment is authorised by the Executive Director and effected by an exchange of letters between the Executive Director and the Permanent Representation of the Member State concerned, the associated country's mission to the EU or the intergovernmental organisation (IGO).

The SNE is entitled, throughout the period of the secondment, to a daily subsistence allowance and a monthly subsistence allowance, applicable to the place of secondment.

The selected applicant will need to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate (SECRET UE/EU SECRET level).

A Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, which shows the level of EU Classified Information (EUCI) to which that individual may be granted access, the date of validity of the relevant PSC and the date of expiry of the certificate itself. For more information about EUCI please consult the Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information.

Applicants who currently hold a valid security clearance shall provide a copy of the security clearance to eu-LISA and specify the issuing authority, level and date of expiry. In case the validity of the security clearance expires within six months, the renewal procedure to be initiated expeditiously. Applicants who does not hold a security clearance, the procedure to be initiated expeditiously by the employer.

4. TASKS AND RESPONSIBILITIES

IT Specialist will participate in projects and operations for SIS II and other large-scale IT applications in close collaboration with the internal and external involved parties (Project team, IT Administrators, Member States, and Contractors).

In the framework of software engineering, the IT Specialist will apply the corresponding principles to the design, development, testing, maintenance, and evaluation of the software and systems that make large-scale IT system work properly.

The IT Specialist will be in charge of analysis and technical activities necessary to ensure that large-scale IT systems fulfill the requirements, both from a project and operations perspective.

The duties described below will imply travels to the backup site as well as work on duty.

The IT Specialist will report to the Head of Unit and work under supervision of the Head of the Internal Security Systems Sector, and will be part of the Application Management and Maintenance Unit.

IT Specialist will be responsible for:

- Participating in projects related to large-scale IT systems (e.g. system evolutions, studies). Participating in the design, development, testing and maintenance of large-scale IT systems with full respect of security and data protection requirements;
- Eliciting requirements from the different stakeholders in bilateral meetings or workshops. Proposing both business and IT process improvements;

- Actively participating in the internal process (project and ITSM), mainly within the change management and release management processes;
- Participating in the resolution of incidents, problems and service requests related to the application within his/her competence and coordinating with the internal technical experts or the vendor, in case it is required, for resolution;
- Following up and proposing appropriate actions to proactively ensure the respect of all Service Level Agreements;
- Keeping up-to-date the systems documentation, including contacting and coordinating the gathering of the required inputs from different parties to ensure the completion of the documentation;
- Participating in the reporting on the functioning of the IT systems, contributing to the management of the databases of the IT systems, ensuring that any change is reflected in the documentation. Updating operating procedures and manuals;
- Participating in the preparation of business requirements and other business related activities (e.g. capacity management, definition and execution of tests). Liaising with users and producing IT specifications;
- Collaborating with different stakeholders (e.g. Administrators, Change/Release management, Test, Member States);
- Preparing different kind reports;
- Contributing to users training.

Essential functions and duties may include, but are not limited to the functions listed above.

5. QUALIFICATIONS AND EXPERIENCE REQUIRED

5.1 Eligibility criteria

Applicants will be considered eligible for the selection based on the following formal criteria to be fulfilled by the deadline for applications:

- to be a national of one of the Member States of the European Union, Norway, Iceland, Liechtenstein or Switzerland⁷ and enjoy the full rights as a citizen⁸;
- to be employed by a national, regional or local public administration⁹ or an Inter-Governmental Organisation (‘IGO’).
- to have worked for the employer on a permanent or contractual basis for at least 12 months before the secondment and shall remain in service of the employer throughout the period of secondment;
- to have at least 3 (three) years’ experience of administrative, legal, scientific, technical, advisory or supervisory functions;
- to have a thorough knowledge of one of the European Union languages and a satisfactory knowledge of another European Union language to the extent necessary for the performance of the duties. SNE from non-member country must produce evidence of a thorough knowledge of one European Union language necessary for the performance of his/her duties;

Only duly documented professional activity is taken into account.

⁷ Appointment of staff from countries associated with the implementation, application and development of the Schengen acquis and Eurodac-related measures is subject to the conclusion of the arrangements defined in article 37 of the founding Regulation of the Agency.

⁸ Prior to any appointment, the successful applicant will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

⁹ The Public administration means all State administrative services at central, federal and regional level, comprising ministries, government and parliament services, the courts, central banks, and the administrative services of local authorities, as well as the decentralised administrative services of the State and of such authorities.

In case of part-time work the professional experience will be calculated pro-rata in line with the workload stated by the applicant.

Compulsory military service or equivalent civilian service shall be taken into consideration as professional experience if the official documentation is provided.

5.2. Selection criteria

5.2.1. Professional competencies

The applicant will be required to demonstrate that he/she has:

- University Degree (minimum of 3 years) in Information Technology or related Degree;
- Proven professional experience of at least 4 (four) years in software development life cycle: software requirements, software design, software development, software documentation, testing, problem solving of large IT systems;
- Proven professional experience in operations of large-scale IT systems with high availability and performance;
- Proven professional experience in working in project teams using a standard project management framework or methodology (e.g. PRINCE2, PM Book);
- Proven professional experience in ITIL v3 processes, mainly in change and release management;
- Strong drafting and communication skills in English both orally and in writing, at least at level B2¹⁰.

Working language of eu-LISA is English. Therefore, the ability to communicate in English is an essential requirement.

5.2.2. Besides the following attributes would be advantageous:

- Basic SIS II knowledge;
- Good knowledge of Oracle technology, Weblogic;
- Knowledge of state-of-the-art search engines (e.g. elastic search);
- Knowledge of state-of-the-art IT biometric systems;
- Experience in one or more of following domains: application management, application administration, business analysis, system administration, database administration, web server administration, messaging middleware administration, system monitoring administration.

5.2.3. Personal qualities

- High level of capability to organise and plan the work including prioritising and handling multiple tasks;
- Ability to work under pressure and respond to changes in a rapidly evolving work environment;
- Supportive and helpful approach to others, with co-operative and service oriented attitude;
- Good communication and interpersonal skills;
- Ability to cooperate smoothly in the multicultural environment;
- Excellent analytical and problem-solving skills.

¹⁰ Cf. Language levels of the Common European Framework of reference:
<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

6. EQUAL OPPORTUNITIES

eu-LISA applies an equal opportunities policy and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

7. SELECTION PROCEDURE

The selection procedure includes the following steps:

- Selection Committee designated by the Appointing Authority (eu-LISA's Executive Director) is set up for the selection procedure;
- After registration, each application is checked to verify whether the applicant meets the eligibility criteria;
- All the eligible applications are evaluated by the Selection Committee based on the selection criteria defined in the open call;
- The best-qualified applicants, who obtained the highest number of points, are short-listed for an interview, which may be complemented by a written competency test;
- The interview and written test are conducted in English. In case English is a mother tongue of an applicant, some interview or test questions may be held in language indicated by the applicant on the application form as the 2nd EU language;
- During the interview and the written test, the Selection Committee examines the profiles of applicants and scores the applicants in accordance with the selection criteria;
- Applicants invited to an interview will be requested to present, on the day of the interview, originals of their diploma(s) and evidence of their professional experience, clearly indicating the starting and finishing dates, and the workload;
- After the interviews and tests, the Selection Committee draws up a non-ranked list of the most suitable candidates to be included on a reserve list for the post and proposes it to the Appointing Authority. The Selection Committee may also propose to the Executive Director the best suitable applicant to be engaged for the post;
- The Appointing Authority chooses from the reserve list an applicant whom to engage for a post;
- Applicants put on the reserve list may also be used for recruitment to a similar post depending on the needs of the eu-LISA and budgetary situation as long as the reserve list is valid;
- The reserve list established for this selection shall be valid until **30 June 2020** (the validity period may be extended);
- Each applicant invited for an interview will be informed whether or not he/she has been placed on the reserve list. **Applicants should note that inclusion on a reserve list does not guarantee an engagement as an SNE by eu-LISA.**

The Selection Committee's work and deliberations are strictly confidential and any contact with its members is strictly forbidden.

Because English is the working language of eu-LISA and because the successful applicant will be requested to immediately be operational, the recruitment procedure will be performed in English and all communication with applicants will be held in English.

8. PROTECTION OF PERSONAL DATA

The eu-LISA ensures that applicants' personal data is processed in accordance with Regulation (EC) No 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 (12.1.2001, OJ, L 8). Please note that the eu-LISA will not return applications to applicants.

The purpose of processing personal data is to enable selection procedure.

The selection procedure is conducted under the responsibility of the eu-LISA's Human Resources and Training Unit (HRTU), within the Resources and Administration Department. The controller for personal data protection purposes is the Head of HRTU.

The information provided by the applicants will be accessible to a strictly limited number of staff members of the HRTU staff, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the Legal Officer of eu-LISA.

Almost all fields in the application form are mandatory; the answers provided by the applicants in the fields marked as optional will not be taken into account to assess their merits.

Processing begins on the date of receipt of the application. Our data storage policy is as follows:

- for applications received but not selected: the paper dossiers are filed and stored in archives for **2 years** after which time they are destroyed;
- for applicants placed on a reserve list but not recruited: data is kept for the period of validity of **the reserve list + 1 year** after which time it is destroyed;
- for recruited applicants: data is kept for a period of **10 years** as of the termination of employment or as of the last pension payment after which time it is destroyed.

All applicants may exercise their right of access to and right to rectify personal data. In the case of identification data, applicants can rectify the data at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications' submission.

Any substantiated query concerning the processing of his/her personal data can be addressed to HRTU at eulisa-SNEPOSTING@eulisa.europa.eu.

Applicants may have recourse at any time to eu-LISA's European Data Protection Officer (dpo@eulisa.europa.eu) and/or the European Data Protection Supervisor (edps@edps.europa.eu).

9. APPLICATION PROCEDURE

In order for application to be valid and considered eligible, the applicant is required to submit:

- eu-LISA standard application form filled in in English and hand-signed (scanned into PDF format);
- proof of the National Administration Authorisation – Form 1A (Employer authorisation for SNE applicant), provided on eu-LISA website;
- a copy of security clearance.

Applications must be sent by the Permanent Representation or a national contact point or by the associated countries competent authority or the administration of IGO to the following e-mail address before the deadline: eulisa-SNEPOSTING@eulisa.europa.eu. Please liaise with your Permanent Representation to

ensure that your application meets deadline.

The standard application form can be downloaded from eu-LISA website: <http://www.eulisa.europa.eu/JobOpportunities/Pages/SecodedNationalExpert.aspx>

The closing date for submission of applications is: **15 June 2018 at 23:59 EET (Eastern European time) and 22:59 CET (Central European time).**

The subject of the e-mail should include the Title of the Open Call and Reference No **eu-LISA/18/SNE/1.1.**

Incomplete applications and applications received by eu-LISA after the deadline will be disqualified and treated as non-eligible.

Applicants are strongly advised **not to wait until the last day** to submit their applications, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. eu-LISA cannot be held responsible for any delay due to such difficulties.

Once the applications have been registered, applicants will receive an acknowledgement message by e-mail confirming the receipt of the application.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false, the applicant in question will be disqualified.

Only applicants selected for the interview will be contacted.

In case of any queries about the selection process, please contact through the e-mail: eulisa-SNEPOSTING@eulisa.europa.eu.