

Vacancy Notice

for establishing a reserve list

Case Management System ('CMS') Support Officer (EPPO/FGIV/2021/001)

Type and duration of contract:	Contract Agent, 2 (two) years with possibility of extension
Function group and grade:	FG IV
Monthly basic salary:	€ 3,555,98 at grade 13, € 4,023.40 at grade 14, € 5,150,62 at grade 16 plus, where applicable, various allowances ¹
Place of employment:	Luxembourg
Deadline for applications:	08/03/2021 at 23:59 hours (CET) ²

1. European Public Prosecutor's Office

The European Public Prosecutor's Office (the EPPO) is an independent European prosecution service responsible for carrying out criminal investigations and prosecutions into crimes affecting the Union budget, including fraud, corruption, money laundering and serious cross-border VAT fraud. The Regulation establishing the EPPO under enhanced cooperation³ entered into force on 20 November 2017.

EPPO offers challenging and rewarding careers to enthusiastic, motivated and highly skilled people who want to work within an international environment and contribute to the vision of this new organisation.

The seat of EPPO is in Luxembourg.

2. Main responsibilities

The European Public Prosecutor's Office ('EPPO') is seeking suitable candidates to establish a reserve list for various positions of CMS Support Officer for the support of the EPPO Case Management System ('CMS').

The EPPO CMS is the core business system allowing to European prosecutors, legal practitioners and analysts to perform all the casework related functions, at every stage of the case lifecycle, from initiation to investigation, prosecution and closure.

The system is designed as a standalone on premise environment with dedicated infrastructure, hardware and software components.

¹ See further information under the field 'Contract and Remuneration'.

² Published on 29/01/2021

³ Council Regulation (EU) 2017/1939 of 12 October 2017 implementing enhanced cooperation on the establishment of the European Public Prosecutor's Office ('the EPPO') (OJ L 283, 31.10.2017, p. 1).

The successful candidates will work in the IT, Security and Facilities Unit of the EPPO, in a multidisciplinary CMS Support team, responsible for the setup, maintenance and daily operational support of the EPPO CMS.

The CMS Support team is composed of the following 5 (five) profiles:

- Network;
- Security;
- Systems;
- Databases;
- Applications.

This team will provide on-site support for extended business hours (07:00 – 21:00) and will be on-call outside of these hours.

Under the supervision of the Head of IT & Security Unit, the successful candidate will be responsible within one of the areas of expertise (networking, security, systems, databases, application), for the following duties:

- Implementing, configuring, administering, monitoring and maintaining the EPPO IT infrastructure, systems and applications, to deliver a 24/7 secure, reliable and efficient service;
- Coordinating with external suppliers and contractors for planning activities, reviewing deliverables and monitoring the implementation tasks;
- Operating EPPO IT services according to agreed service levels, ITSM best practices, internal policies and procedures;
- Contributing to technical projects, following standard project methodologies;
- Drafting documentation – project proposals, business cases, implementation plans, policies and procedures – in relation to the technical projects or area of expertise;
- Providing 2nd and 3rd level of support to end users for the EPPO applications;
- Participating in on-call standby shifts outside the standard working hours according to the schedule.

3. Requirements

3.1. Eligibility criteria

To be considered eligible, candidates must satisfy all the following eligibility criteria by the closing date for submitting applications:

- He/she has a level of education, which corresponds to completed university studies attested by a diploma when the normal period of university education is three years or more⁴,
- He/she is a national of one of the Member States of the Union and enjoys his/her full rights as citizen;
- He/she has fulfilled any obligations imposed by the laws concerning military service;

⁴ Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said EU Member States will be taken into consideration.

- He/she produces the appropriate character references as to his/her suitability for the performance of his/her duties⁵;
- He/she is physically fit to perform his/her duties⁶; and
- He/she produces evidence of a thorough knowledge of one of the official languages of the Union and of a satisfactory knowledge of another official language of the Union to the extent necessary for the performance of his/her duties.

3.2. Selection criteria

Applications will be assessed based on the information provided by the candidates in the Application Form against the following criteria:

Essential

General:

- At least 5 (five) years of professional experience with duties relevant to the job description as above;
- At least 3 (three) years previous experience working in an IT Operations team, 2nd or 3rd level support, or an IT Project role;
- Proven administrator knowledge in one of the technical profiles and general IT knowledge to deal in autonomy with any IT subject;
- Knowledge of ITIL standards – specifically incident management, change management, configuration management best practices;
- Previous demonstrated experience or proven knowledge in one of the following areas:

Profile specific:

Network

- Planning and configuring medium size enterprise networks (LAN, WLAN, remote connections and security components, including firewalls, load balancers, Web Application Firewalls);
- maintaining and monitoring medium size enterprise networks, with knowledge of standard monitoring and management tools;
- Troubleshooting network related incidents.

Security

- Planning and implementing security controls in technical and business projects, covering multiple technological areas (OS, Network, Middleware, end user, application);
- Management and monitoring of security information and event management tools, dealing with security incidents on a timely manner;
- Managing and operating standard security components as firewalls, antivirus, IPS, IAM, endpoint protections, vulnerability systems etc.

⁵ If successful, you will be asked to provide prior to recruitment, a police certificate confirming the absence of any criminal record.

⁶ Prior to recruitment, the successful candidate will be examined by one of the Institutions' medical centre to confirm that the requirements of Article 12 (2) (d) of the Conditions of Employment of Other Servants of the EU are met.

System

- Installing, configuring and managing the infrastructure components, from physical layer to virtual servers and operating systems;
- Managing on daily basis Windows domains as domain administrator on medium size enterprise domains;
- Implementing and operating infrastructure monitoring systems.

Database

- Configuring and monitoring databases, specifically Oracle DB, Oracle RAC or MS SQL, in secure environment, ensuring confidentiality, integrity and availability of data (backup, clustering , encryption);
- Optimising the database systems for high performance (indexing, tuning, parallelisation);
- Working knowledge of web application frameworks and middleware, preferably IBM WebSphere, IBM FileNet or MS SharePoint.

Application

- Implementing, managing and troubleshooting complex business applications, multitiere or with SOA;
- Configuring, operating and troubleshooting middleware applications servers as IBM WebSphere, Tomcat, Weblogic- Java technologies, Web services, REST or similar.
- Administering content management platforms as IBM FileNet, IBM Case Manager, IBM Enterprise Records, or MS SharePoint.

Project management

- Drafting project documentation for technical infrastructure and IT services projects, from technical requirements, solutions overviews, business case;
- Planning and daily coordination of project tasks, preparing and monitoring implementation, escalating issues and delays;
- Managing communication and collaboration with internal and external stakeholders, as contractors and suppliers.

Advantageous

- Specific skills in a second area from the list above;
- Previous experience in an European institution, agency or body;
- Previous experience working in DEVOPS project teams;
- Previous experience with automation and orchestration of IT environments.

Furthermore, the following will also be considered at a later stage in the framework of the selection procedure:

Interpersonal competencies

- Excellent organisational and planning skills;
- Ability to work independently as well as a part of a team in a multi-cultural environment;

- Ability to think creatively with a strong sense of integrity, initiative and responsibility and willingness to propose new innovative solutions;
- Ability to understand and manage complex situations, with multiple stakeholders and to take effective decisions in uncertain conditions;
- Resilience to stress, ability to perform multiple tasks under tight deadlines in a rapidly evolving work environment.

English, being the working language of the EPPO, will be used during the whole selection process.

4. Application procedure

The candidate/job holder must either be a holder of a valid security clearance up to the level of “SECRET UE/EU SECRET” or be willing to undergo the national security vetting procedure (in order to be allowed to perform her/his job).

Candidates are required to check carefully before submitting an application whether they meet all the eligibility criteria, particularly concerning the required types of diplomas and professional experience as well as their linguistic capacity.

In the application form, under ‘a) Selection Criteria’ in the field of ‘II. PROFESSIONAL EXPERIENCE’ indicate, giving examples, how you meet each one of the selection criteria listed in this vacancy notice, covering:

Essential

General

Profile specific (specify clearly which profile)

Advantageous

Please name the criteria you are describing. For any criteria that you would like to leave blank, write ‘n/a’ next to the number.

You are required to complete the general essential criteria and the specific profiles for which you would like to be considered (Network, Security, System, Database, Application, Project Management). Each profile will be assessed independently to ensure that candidates specialised in only one profile will not be disadvantaged.

If you do not meet all of the essential criteria, you will not be considered further for that profile.

All applications must be in English.

For applications to be valid, candidates shall:

- Use and duly complete the EPPO Application Form, which can be found on the EPPO website: <https://www.eppo.europa.eu/how-to-apply>;
- Send the application (preferably in pdf format), only by email to eu-eppo-recruitment@ec.europa.eu by the deadline;
- The subject of the e-mail should include the reference of this vacancy, followed by the candidate's surname;
- The Application Form must be saved as follows: SURNAME_Name_Reference number.

Incomplete applications or applications sent without using the EPPO Application Form will be disqualified and treated as non-eligible.

Please, make sure that your application form (word or pdf) is readable, as no further communication will take place.

Part-time work will be taken into account in proportion to the percentage of full-time hours worked; therefore, candidates are requested to indicate the percentage of part-time employment.

PhDs may be counted as professional experience if the candidates received a study grant or salary during the time of PhD studies. The maximum duration counted for PhD is three years provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience, etc.) should **not** be sent at this stage but must be submitted at a later stage of the procedure.

Due to the high number of applications received in each selection procedure, only shortlisted candidates will be contacted.

5. Closing date for applications

The closing date for application is **8 March 2021, 23:59, (CET)** (please check the time zones).

The EPPO will disregard any application received after the deadline. Applicants are strongly advised not to wait until the last day to submit their applications, since heavy internet traffic or fault with the internet connection could lead to difficulties in submission. The EPPO cannot be held responsible for any delay due to such difficulties.

6. Selection procedure

The candidates' applications will first be assessed against the eligibility and selection criteria. The most suitable candidates may be invited for a written test and an interview by a selection committee.

Based on these interviews and the results of the written tests, the selection committee might propose a list of successful candidates (reserve list) to the Administrative Director *ad interim*, who will make the final decision. Such list would be valid until 31/12/2022, and might be extended.

In accordance with Articles 11 and 11a of the Staff Regulations (SR) and Article 11 of the Conditions of Employment of Other Servants of the European Union (CEOS), the successful candidate will be required to make a declaration of non-conflict of interest before the recruitment. The EPPO Appointing Authority will examine whether the successful candidate has any personal interest which may impair his/her independence or any other conflict of interest in relation to the position offered and will adopt appropriate measures. To that end, the candidate, using a specific form will inform the Appointing Authority of any actual or potential conflict of interest.

All applications are treated fairly. Applicants will be assessed on the basis of their qualifications and in strict compliance with the principle of equal opportunities in order to have the best possible match between the profile of the candidate and the requirements of the job.

Under no circumstances should candidates contact the selection committee, directly or indirectly, concerning this selection procedure. The Appointing Authority reserves the right to disqualify any candidate who would disregard this instruction.

7. Contract and Remuneration

Successful candidates may be offered a contract as a contract agent of the type 3(a) in accordance with the CEOS for an initial period of 2 (two) years, which **may** be renewed for another period of 3 (three) years. After the second period, the contract **may** be renewed for an indefinite period.

Successful candidates who will be offered a contract of employment will, on their entry into service, be placed in grade 13 or 14 or 16 of the function group IV, according to the length of their professional experience. The basic monthly salary for FG IV currently is:

- Grade 13: € 3.555,98
- Grade 14: € 4.023.40
- Grade 16: € 5.1150,62

In addition to the basic salary, the following benefits apply:

- Additional specific allowances (e.g. expatriation, household, dependent child, installation) depending on the individual's family situation and the place of origin;
- Flexible work arrangements (such as part-time work, flexible working hours, teleworking);
- Training and development opportunities;
- Annual leave entitlement of at least 24 days;
- Maternity/paternity leave and parental leave under certain conditions;
- Sickness and Unemployment Insurance Scheme enabling access to care worldwide;
- EU Civil Service Pension rights after 10 years of service;
- VAT exemptions for the purchase of certain items under the conditions set out by the host country

The salary is subject to a Community tax deducted at source and staff members are exempt of national taxation.

In line with Article 97(2) of Council Regulation (EU) 2017/1939 of 12 October 2017 implementing enhanced cooperation on the establishment of the European Public Prosecutor's Office, continuity of contracts, including pension rights, shall be offered to staff employed by institutions, offices, agencies and bodies of the Union as contract agents under point (a) of Article 3 of the CEOS, contract agents under point (a) or (b) of Article 3 of the CEOS who, without interruption, are engaged by the EPPO following the present selection procedure. However, such contracts are subject to the available positions and grades in the EPPO Establishment plan.

8. Equal opportunities

The EPPO applies a policy of equal opportunities and accepts applications without discrimination on any grounds such as 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.

9. Data Protection

The EPPO ensures that candidates' personal data are processed as required by Regulation (EU)2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons 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. (Official Journal of the European Union L 295, 21 November 2018, p. 39–98).

10. Appeals

Candidates who consider that their interests have been prejudiced by any decision related to the selection procedure, may lodge an administrative complaint under Article 90(2) of the Staff Regulations of Officials of the European Union within the time limit provided for, at the following address:

European Public Prosecutor's Office (EPPO)

For the attention of the Administrative Director *ad interim*, Mr Richard SONNENSCHNEIN

Ref.: EPPO/FGIV/2021/001

11, Avenue John F. Kennedy

L-1855 Luxembourg

The complaint must be lodged within 3 (three) months. The time limit for initiating this type of procedure starts to run from the time the candidate is notified of the act adversely affecting him/her.