

Vacancy Notice
for establishing a reserve list

Senior IT Security Operations Assistant

Job title:	Senior IT Security Operations Assistant
Reference number:	EPPO/2024/AST/003
Type of contract:	Temporary staff (initial contract of 3 years), full-time
Function group & grade:	AST 4
Salary:	minimum basic monthly salary € 4.867,76 and benefits; see further information below
Place of work:	LUXEMBOURG
Closing date:	13 May 2024 ¹ 23:59 (CET)

The [European Public Prosecutor's Office \(EPPO\)](#), the independent public prosecution office of the European Union, is seeking applications for the position of Senior IT Security Operations Assistant.

The EPPO is a fast-growing EU body responsible for investigating, prosecuting and bringing to judgment crimes against the financial interests of the EU. If you are interested in being part of a dynamic multicultural organisation, check out [our website](#) where you will find more information about career opportunities at the EPPO, and living and working in Luxembourg.

¹ Published on 15 April 2024

1. THE ROLE

As a member of the IT Security Operations (ITSecOPS) team, part of the Digital Ecosystems Support Sector within the Digital Services Unit, you will contribute to secure operations and to the development of various security projects and services underpinning the overall IT infrastructure and services of the EPPO.

The EPPO's IT environment is composed of two main parts: Operational and Administrative. From an operational perspective, the Case Management (eco)System is the core business system of the EPPO, allowing to European Prosecutors, EPPO case workers and analysts to perform all the casework and analysis related functions, at every stage of the case lifecycle, from initiation to investigation, prosecution and closure. From an administrative perspective, there are all the supporting digital services (and their underlying infrastructure and systems), used on a daily basis by all EPPO staff.

The ITSecOPS team is responsible for the setup, maintenance and daily operational support of the security of EPPO Case Management (eco)System and will be expanded to cover security of all other EPPO Systems. Each team member has a main technical security responsibility and, general knowledge on all other security operational areas. The team provides on-site support covering extended business hours (08:00 – 19:00) and will be on-call outside of these hours.

You will be in close contact with security governance representatives, user groups, preparing detailed security specifications, influencing security aspects of projects at business case level and implementing security requirements.

2. YOUR TASKS AND RESPONSIBILITIES

Reporting to the Head of Digital Ecosystems Support Sector, your tasks will include, but not be limited to, the following:

- Implementing, configuring, administering, monitoring and maintaining the EPPO IT security systems to deliver a 24/7 secure, reliable and efficient service for EPPO's digital systems;
- Operating EPPO IT security services according to agreed service levels, ITSM best practices, internal policies and procedures;
- Drafting security technical documentation and maintaining the configuration databases;
- Creating and testing security standard operational procedures;
- Providing 2nd level of support to end users;
- Registering and investigating security incidents and escalating to external parties;

- Participating in on-call standby shifts outside standard working hours according to the schedule.

3. BASIC ELIGIBILITY REQUIREMENTS

To be considered eligible, you must satisfy each of the following basic eligibility requirements by the application's closing date:

A level of education which corresponds to **either**:

- a level of **post-secondary education** attested by a diploma, and after having obtained the diploma, at least **6 (six) years** of appropriate professional experience²
or
- a level of **secondary education** attested by a diploma giving access to post-secondary education, and after having obtained the diploma, of at least **9 (nine) years** of appropriate professional experience;

You must also:

- be a national of one of the Member States of the Union and enjoy full rights as a citizen;
- have fulfilled any obligations imposed by the laws concerning military service;
- produce the appropriate character references as to the suitability for the performance of your duties³;
- be physically fit to perform your duties⁴; and
- produce evidence of a thorough knowledge of one of the official languages of the EU⁵ and of a satisfactory knowledge of another official language of the EU, to the extent necessary for the performance of your duties.

² 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.

³ If successful, you will be asked to provide, prior to recruitment, a formal certificate confirming the absence of any criminal record from pertinent authorities.

⁴ Prior to recruitment, the successful candidate will be examined by one of the Institutions' medical centres to confirm that the requirements of Article 12 (2) (d) of the Conditions of Employment of Other Servants of the EU are met.

⁵ The official languages of the European Union: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish.

4. SELECTION CRITERIA

The following experience and competencies will be assessed throughout the different phases of the selection procedure.

Please note:

All essential criteria are mandatory, meaning that no application will be assessed further if a candidate does not fulfil at least one of the essential criteria.

You must provide specific examples of how you meet both the essential and advantageous requirements in the application form.

- **Essential:**

- Professional experience of at least 4 (four) years in the field of ICT security;
- Proven experience in carrying out ICT security incident management or incident response as a security incident handler in a corporate environment at 1st and 2nd level of support;
- Proven experience in working with endpoint detection and response tools (EDR/XDRs);
- Proven experience in administering security of Windows and Linux operating systems;
- Excellent knowledge of English, both written and spoken, at least at level C1⁶; *English, being the working language of the EPPO, will be used during the selection process.*

- **Advantageous:**

- Proven experience in IP networks;
- Proven experience in working with preventive or detective security control systems, IDS, firewalls;
- Proven experience in digital *forensics* (e.g. *digital forensic analysis, malware analysis, log analysis*);
- Proven experience in working with security information and event management systems, dealing with security incidents in a timely manner;
- Proven experience in drafting technical specifications for ICT security related services.

⁶ Cf. Language levels of the Common European Framework of reference:
<https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>

- **Interpersonal skills:**

- a) Excellent planning and organisational skills: strong ability to organise and prioritise, focusing on results, on accuracy and attention to details;
- b) Ability to work independently and effectively as well as a part of a multi-cultural team, combined with the capacity to work on several projects simultaneously;
- c) Excellent communication skills both written and verbal to effectively interact with stakeholders;
- d) Strong analytical, problem-solving, and critical-thinking skills;
- e) Ability to think creatively with a strong sense of integrity;
- f) Resilience to stress, ability to perform multiple tasks under tight deadlines in a rapidly evolving work environment ensuring that deadlines and quality standards are met.

5. YOUR SALARY AND BENEFITS

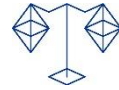
Successful candidate(s) may be offered a contract as a temporary agent of the type 2(f) in accordance with the Conditions of Employment of Other Servants of the European Union (CEOS) for an initial period of three (3) years, which may be renewed for another period of three (3) years. After the second period, the contract may be renewed for an indefinite period.

Successful candidate(s) who will be offered a contract of employment will, on their entry into service, be placed on Step 1 or Step 2 of the Function Group AST, Grade 4 depending on the length of the professional experience. The basic monthly salary for Function Group AST, Grade 4 is currently € 4.867,76 (Step 1).

The estimated starting date is 1 September 2024.

In addition to the basic salary, the following benefits might 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 – hybrid working regime, such as flexible working hours, teleworking;
- Possibility of part-time working regime;
- 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;
- Opportunities for management career development in the EU Public Service.

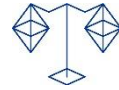
The salary is subject to a Community tax deducted at source and staff members are exempt from national taxation.

The [details](#) of the whole remuneration package are provided in Articles 62-70 and Annex VII Annex VII to the Staff Regulations of Officials of the European Union.

6. HOW TO APPLY

- 1. Download and fill in the EPPO Application form** – it can be found on our website: <https://www.eppo.europa.eu/how-to-apply>
- 2. Save your completed form as follows:**
SURNAME_Name_Reference number
- 3. Send the completed EPPO Application form, in PDF format, to our Selection and Recruitment team** eu-eppo-recruitment@ec.europa.eu by **13 May 2024, 23:59 (CET)**.
- 4. In the email subject line, please mention the reference of this vacancy, followed by your surname** (Subject: Reference number_SURNAME)

Please note that the reserve list will be valid until **31/12/2025**, and might be extended.



Annex to the Vacancy Notice

1. Application procedure

Please refer to the job description under `Your tasks and responsibilities` for detailed application instructions.

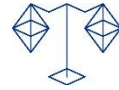
- **Eligibility:** Candidates are required to carefully check, in advance of submitting an application, whether they meet all the eligibility criteria – particularly concerning the required types of diplomas and lengths of professional experience, as well as their linguistic abilities.
- **Security clearance:** The candidate 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 the job).
- **Language:** All applications must be in English. The interview will be held in English and other required language, if applicable.
- **Application form:** Applications not sent using the EPPO application form will be disqualified and treated as non-eligible, as will incomplete and/or not readable applications and not sent in PDF format.
- **Professional experience:**

ANY GIVEN PERIOD MAY BE COUNTED ONLY ONCE (in order to be calculated as eligible, years of studies or professional experience to be taken into account shall not overlap with other periods of studies or professional experience, e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period).

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

Compulsory military service or equivalent civilian service accomplished after achieving the minimum qualification stated above shall be taken into consideration as professional experience if official documentation is provided.

Free-lance or self-employed applicants must provide either a practicing certificate (or equivalent), or a copy of the entry in the relevant trade register, or any other official



document (for example a tax document) showing clearly the length of the relevant professional experience.

- **Education:**

Only qualifications awarded in EU Member States or subject to equivalence certificates issued by the authorities in the EU Member States will be taken into consideration. Candidates holding lower level diplomas from outside the EU (e.g. Bachelor's Degrees) along higher-level diplomas from an EU Member State University (e.g. Masters' Degrees), may not need recognition for their lower level diploma(s).

UK diplomas granted before 31/12/2020 may also be recognized without equivalence.

For diplomas awarded in non-EU countries, a NARIC recognition is required.

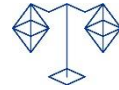
PhDs may be counted as professional experience only for candidates having received a study grant or salary throughout the length of their PhD program, with a maximum length of recognition equalling three years, and provided that the program has been successfully concluded by the closing date for applications.

- **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 upon request of the EPPO.
- **Application deadline:** The EPPO will disregard any application sent after the deadline. 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. The EPPO cannot be held responsible for any delay due to such difficulties.

Please note: Due to the high number of applications received in each selection procedure, only candidates shortlisted for interview will be contacted. All candidates will be informed when a procedure is closed.

2. Selection procedure

1. **Assessment of application:** The applications are assessed by a Selection Board against the eligibility requirements and the selection criteria.
2. **Job interviews and written tests:** The most suitable candidates, up to maximum number of 15 (fifteen), are invited for an interview with the Selection Board and for a written test who best correspond to the profile sought and on condition that they have



achieved a score of at least 60% during the evaluation of applications.

The EPPO is committed to providing access to all persons with disabilities and will provide necessary and reasonable accommodations to enable everyone to participate in its selection processes. If you require specific equipment or support, please let us know via email at EU-EPPO-RECRUITMENT@ec.europa.eu

3. Reserve list:

The Selection Board proposes, to the Administrative Director, a list of adequately skilled candidates to be included on a reserve list (talent pool) who most correspond to the profile sought and who receive at least 60% of the maximum points of the combined interview and written test.

Candidates placed on the reserve list may be considered for a position within either the EPPO or, after eventual agreement by the EPPO, one of the EU Agency.

- 4. Second job interview:** In line with the applicable rules, candidates on the reserve list may be invited for a second interview with the Administrative Director.

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 appointed candidate is required to make a declaration of interests** before the recruitment.

The EPPO Appointing Authority will examine whether the successful candidate has any personal interest which may impair their independence or any other conflict of interest in relation to the position offered, and will adopt appropriate measures accordingly.

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 make the best possible match between the profile of the candidate and the requirements of the job.

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

3. 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.

4. Privacy Notice

The EPPO processes the personal data submitted by the applicants as part of the application form, in any submitted supporting document at any stage in the selection and recruitment process, and communication related thereto. The purpose of this processing operation is to assess the suitability of candidates for a position at the EPPO and to administer the documentation related to the selection and/or recruitment. This includes also the processing of the submitted data for related administrative aspects, such as e.g. financial reimbursements, calculation of entitlements, etc.

During this processing, the personal data will be made available to selected staff working in Human Resources, Finance & Procurement, and in case of appeals or complaints, the Legal Service. Further, it will be made accessible to the members of the Selection Board, the Appointing Authority and respective supporting staff. Lastly, it may also be shared with other parties in the context and purpose of audits, inspections and internal investigations, be they internal or by supervisory authorities.

The personal data collected for this purpose will be stored for no longer than three (3) years following the financial discharge for the year in which the recruitment was finalised, in order to comply with audit obligations, unless ongoing legal proceedings, investigations or audits require their continued storage. Where the process led to employment of a candidate, some of the documentation and personal data contained therein will be carried over into the personnel file and subject to the regime applicable thereto.

The processing is necessary to select and recruit candidates suitable to cover the vacancies of the EPPO and to therefore enable it to perform its tasks. The legal basis being implemented and binding on the EPPO's selection and recruitment process are the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union and their implementing rules. The applicable legal framework for data protection purposes for this processing of administrative personal data is Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 ([OJ L 295 of 21.11.2018](#)).

The applicant has the right at any time to request access to, rectification, restriction or erasure of their personal data. To exercise these rights, request assistance in their exercise or questions thereto, or file a complaint, they may contact the data controller, or the Data Protection Officer of

the EPPO. They also have the right to address themselves to the European Data Protection Supervisor to lodge a complaint.

The controller is the EPPO, and for this process coordinated by the Head of Human Resources, can be contacted by email at EU-EPPO-RECRUITMENT@ec.europa.eu.

The Data Protection Officer can be reached at EPPO-DPO@epo.europa.eu.

The European Data Protection Supervisor can be contacted at edps@edps.europa.eu.

5. 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, Mr Olivier RAMSAYER
EPPO/2024/AST/003 – Senior IT Security Operations Assistant
11, Avenue John F. Kennedy
1855 Luxembourg
Luxembourg
Email: EU-EPPO-RECRUITMENT@ec.europa.eu

The complaint must be lodged within three (3) 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 them.