

Vacancy Notice to EU Agencies staff for establishing a reserve list

Senior System Security Assistant

Job title:	Senior System Security Assistant
Reference number:	EPPO/2024/INTER/AST/004
Type of contract:	Temporary staff, full-time
Function group & grade:	AST 3– AST 4
Place of work:	Luxembourg, 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 System Security 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. THE ROLE

As a member of the Infrastructure Maintenance and Projects Support (IMPS) team, part of the Digital Ecosystems Support Sector within the Digital Services Unit, you will contribute to the development of various projects and services related to the day-to-day maintenance and further development of EPPO's IT infrastructure and systems.

¹ Published on 12 April 2024

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 IMPS team is responsible for the setup, maintenance and daily operational support of the underlying infrastructure supporting the EPPO Case Management (eco)System and will be expanded to cover all EPPO IT Systems. It is multidisciplinary team with different technical profiles – network and systems. Each team member has a main technical responsibility and, ideally, general knowledge on other areas. The team provides support to IT systems during EPPO's extended business hours (08:00 – 19:00) and will be on-call outside of these hours.

You will be in close contact with the business representatives and project managers, advising them on technical matters and implementing the requirements and requests of a project.

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:

- Assisting in implementing, configuring, administering, monitoring and maintaining the EPPO IT systems to deliver a 24/7 secure, reliable and efficient service for EPPO's digital systems;
- Assisting in implementing required security measures and policies in EPPO infrastructure;
- Operating EPPO IT services according to agreed service levels, ITSM best practices, internal policies and procedures;
- Assisting in drafting technical documentation and maintaining the configuration databases;
- Creating and testing standard operational procedures - backups, restore, monitoring etc.;
- Providing 2nd and 3rd level of support to end users;
- Registering and troubleshooting incidents and escalating them 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:

- You are temporary agent 2(f) who, both on the closing date for applications and on the day of filling the vacant post, are employed within your current agency or institution in a grade and function group corresponding to the published function group and grade (AST 3– AST 4);
- You have at least 2 (two) years` service within your current agency or institution before moving. Any decision derogating from that principle shall be taken jointly by the two agencies/institution concerned, having regard to the interest of the service of both agencies/institution;
- You have successfully completed the probationary period provided for in the Article 14 of the CEOS, in the relevant function group.

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 duties²;
- be physically fit to perform your duties³; and
- produce evidence of a thorough knowledge of one of the official languages of the EU and of a satisfactory knowledge of another official language of the EU, to the extent necessary for the performance of your duties.

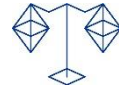
4. SELECTION CRITERIA

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

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

² If successful, you will be asked to provide, prior to recruitment, a formal certificate confirming the absence of any criminal record from pertinent authorities.

³ 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.



- **Essential:**

- a) At least 5 (five) years of proven experience in medium size enterprise infrastructure and systems and related security components:
 - Physical Servers;
 - Virtualization, HyperConverged clusters;
 - Windows Server administration (Active Directory, DNS, SCCM, WSUS, Certificate management, Group Policy Management);
 - Linux Server Administration;
 - Backup software and procedures.
- b) Proven experience in IT monitoring and management tools;
- c) Proven experience in Level 2/Level 3 IT systems troubleshooting and diagnostic procedures;
- d) Proven experience in using ITIL (or equivalent service management framework) components (*specifically incident management, change management and configuration management*);
- e) Excellent knowledge of English, both written and spoken, at least at level C1⁴; *English, being the working language of the EPPO, will be used during the selection process.*

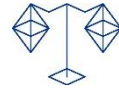
- **Advantageous:**

- a) Specific knowledge in administration of Nutanix HCI, Redhat Enterprise Linux, Microsoft Windows Server or Veeam Backup;
- b) Proven experience in Powershell/bash scripting and/or automation/orchestrations tools for IT environments;
- c) Knowledge on Security and System Policies, and experience in System's hardening;
- d) Knowledge and/or experience in Network systems (*configuration of Load Balancers, Switches, Firewalls, Wifi access points, VPN servers*).

- **Interpersonal skills:**

- a) Excellent planning and organisational skills: strong ability to organise and prioritise, focusing on results, on accuracy and attention to details;

⁴ Cf. Language levels of the Common European Framework of reference:
<https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>



- b) Ability to work independently and effectively as well as a part of a multi-cultural team;
- c) Resilience to stress, ability to perform multiple tasks under tight deadlines, work on several projects simultaneously in a rapidly evolving work environment, ensuring that deadlines and quality standards are met;
- d) Strong analytical, problem-solving, and troubleshooting skills;
- e) Excellent communications skills, including the ability to produce clear and concise memos, providing technical explanations and present recommendations and status reports;
- f) Strong proactive work approach and service oriented attitude;
- g) Ability to think creatively, take initiatives, responsibility and willingness to propose new innovative solutions.

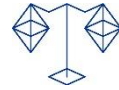
5. YOUR SALARY AND BENEFITS

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) which ensures continuation of the candidate`s employment and career. The contract shall be concluded without interruption of the contract concluded with the agency or institution of origin within the same grade, seniority and step as the preceding contract.

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.

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.

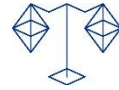
Annex to the Vacancy Notice

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 professional experience, as well as the probation period.
- **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.
- **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:** 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.
- **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 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 55% during the evaluation of applications.
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 55% 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 Agencies.

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/INTER/004 – Senior System Security 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.