FRONTEX

VACANCY NOTICE – CONTRACT STAFF

Ref. No: Frontex/15/CA/FGIV/36.1

ICT Support Analyst (contract staff FG IV)

Post:	ICT Support Analyst
Sector/Unit/Division:	Service Centre and Service Management team/ICT/Corporate Governance
Function Group/Grade:	FG IV / grade 13, grade 14, or grade 16
Location:	Warsaw, Poland
Starting date:	as soon as possible
Level of Security Clearance:	CONFIDENTIEL UE / EU CONFIDENTIAL

Closing date for applications	**31 January 2016**[1]

1. BACKGROUND

The European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union (Frontex), has been established under Council Regulation (EC) No 2007/2004[2], hereinafter, the Regulation.

Frontex is located in Warsaw, Poland and its main tasks are the following:

- Coordinate operational cooperation between Member States in the field of management of external borders;
- Assist Member States in the training of national border guards, including the establishment of common training standards;
- Carry out risk analyses;
- Follow up the development of research relevant for the control and surveillance of external borders;
- Assist Member States in circumstances requiring increased technical and operational assistance at external borders;
- Provide Member States with the necessary support in organizing joint return operations.

For more information, please refer to our website: http://www.frontex.europa.eu.

[1] *Date of publication: 23 December 2015.*

[2] *Council Regulation (EC) No 2007/2004 of 26 October 2004 as last amended.*

2. ICT SERVICE CENTRE AND SERVICE MANAGEMENT TEAM

The Frontex ICT Service Centre and Service Management team within ICT Unit is the single point of contact for all IT services related activities for Frontex' end users (internal and external). As such, the Frontex ICT Service Centre and Service Management Team is responsible for:

- Request fulfilment and incident management process, the goal of which is to fulfil the end users service requests and to restore the user IT environment to a productive state as quickly as possible providing guidelines, resolution or a work-around making sure that all users' issues are resolved in a timely and orderly manner either at 1st line support level or by escalating unsolved issues accordingly to 2nd or 3rd line support (ICT HelpDesk),
- Delivery and maintenance of end users working ICT environment (ICT end users infrastructure support),
- Service management which is organized and structured in processes and supporting procedures to deliver and operate ICT services offered to end users (ITSM).

The Service Centre and Service Management Team is working on shifts: 8:00-16:30, 09:30-18:00 from Monday until Friday, including 30 minutes lunch break. Due to the nature of the work The Service Centre and Service Management team members provide also on-call service available for its end users 24/7/365.

3. DUTIES AND RESPONSIBILITIES

Reporting to the Head of ICT Unit and to the respective team leader, the ICT Support Analyst shall be responsible for:

- providing general infrastructure support for the end users working ICT environment, covering the following:
  - administering, monitoring and troubleshooting Virtual Desktop Infrastructure solutions and VMware Horizon View;
  - supporting Microsoft Directory Services, Microsoft Networking and System Administration (Windows Server 2012 based systems in virtualized environment);
  - administering, monitoring and troubleshooting audio video and video walls infrastructure solutions;
  - administering, monitoring and troubleshooting audio video conferencing services and Cisco/Tandberg equipment;
  - cooperating with higher support lines, troubleshoot complex IT systems in distributed environments in order to identify and address discovered issues or introduce improvements;
- Advising and/or proposing possible configuration improvements, changes or upgrades related with end users working ICT environment,
- Creating and updating the technical documentation and operating procedures;
- Supporting the implementation and maintenance of new ICT solutions focused on current and foreseen end users' environment;
- When needed, providing 1st line support for the common ICT related requests and incidents through the ticketing system and interacting with end users directly, via phone and email delivering services, providing solutions, troubleshooting related to Agency's ICT end users' infrastructure maintenance including Microsoft Windows based systems' administration, IP networks and other implemented ICT solutions such as audio videoconferencing, IP telephony systems, etc.;
- Participating in the on-call support service for end users available 24/7/365 with two other team members;
- Other specific duties as assigned by Frontex ICT Service Centre and Service Management Team Leader.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED

4.1. Eligibility criteria:

To be eligible, an applicant must have:

- a level of education which corresponds to completed university studies of at least three years attested by a diploma;
  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 shall be taken into consideration.

- in addition to above by the closing date for applications, at least 1 year of proven full-time professional experience;
  Professional experience will be taken into account after the award of the minimum qualification certifying the completion of the level of studies required above in the first bullet point. Only duly documented professional activity is taken into account.

  Fellowships, grants and PhDs can be counted as professional experience up to a maximum of 3 years.

  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).

  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 accomplished after the achieving the minimum qualification stated in the first two bullet points shall be taken into consideration as professional experience if the official documentation is provided.

- produce evidence of a thorough knowledge of one of the languages of the EU and of a satisfactory knowledge of another language of the EU to the extent necessary for the performance of his duties;

- be a national of one of the Member States of the EU or of the Schengen Associated Countries and enjoy the full rights as a citizen of that state;

- produce the appropriate character references as to his suitability for the performance of his duties;

- fulfil any obligations imposed on him by the laws of his home country concerning military service;

- be physically fit to perform their duties[3].

For reasons related to the Frontex working requirements, be available at short notice for the job.

4.2. Selection criteria

4.2.1. Professional competencies

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

- Experience in administration and troubleshooting of complex IT systems in distributed environments - at least 2 years;

- Practical knowledge and hands-on experience managing Microsoft Directory Services, Microsoft Networking and System Administration (Windows Server 2012 based systems in virtualized environment) - at least 2 years;

- Practical knowledge and experience managing GPOs;

[3] *Before the appointment, the successful candidate shall be medically examined by a selected medical service in order that Frontex may be satisfied that he/she fulfils the requirement of Article 83 of the Conditions of Employment of Other Servants of the European Communities (OJ L 56, 4.3.1968, p. 1, as last amended by Regulation (EU, Euratom) No 1023/2013 of the European Parliament and of the Council of 22 October 2013, OJ L 287, 29.10.2013, p. 15).*

- Practical knowledge and understanding of TCP/IP network protocols;
- Good knowledge of network protocols: SMTP, NTP, DNS, LDAP, DHCP, PKI/CA

Virtualization:

- Experience with implementing and supporting Virtual Desktop Infrastructure solutions and VMware (deploying and administering virtual machines and vApps - at least 1 year;

Certifications required:

- At least one certificate from the following list:
  - MCSA: Windows 7, MCSA: Windows Server 2012, MCSA: Windows Server 2008, MCSE: Server Infrastructure, MCSE Desktop Infrastructure, MCTS: Administering and Deploying System Center 2012 Configuration Manager or any other Microsoft certificate higher than the mentioned ones, or VMware Certified Associate certificate.
- Excellent command of English.

Besides the following attributes would be an asset:

General:

- Practical knowledge and experience in MS SCCM: deploying applications and security patches to end users' workstations and preparation and deployment of end users' workstation OS images;

AudioVideo:

- In depth knowledge and practical application of video conferencing technologies and protocols (H.323, SIP, H.264, etc);
- Practical experience with Cisco/Tandberg devices (ex. Video Terminals (like MXP, Profile C60), VCS, MPS) and TMS;
- Practical experience with CITRIX Xen Mobile;

Certifications:

- Cisco Certified Entry Networking Technician (CCENT) or Cisco Certified Network Associate (CCNA) or any other Cisco networking certificate above those two;
- Cisco Certified Technician TelePresence certificate;
- VMware Certified Professional 6 – Desktop and Mobility certification;
- ITIL Foundation certificate or any higher.

4.2.2. Personal qualities

Attributes especially important to this post include:

- Very strong sense of initiative and responsibility for the assigned areas of work;
- Very good planning and organization skills;
- Accuracy and attention to details and quality while performing assigned tasks;
- Ability to translate given goals into detailed action plans to deliver expected results on time;
- Ability to independently execute ICT projects through the complete project lifecycle;
- Good communication skills and flexible, service-oriented attitude;
- Ability to work under pressure while multitasking including the ability to cope with stress and time pressure;
- Ability to work in multi-cultural environment having well developed interpersonal skills.

5. INDEPENDENCE AND DECLARATION OF INTEREST

The recruited candidate will be required to make a declaration of commitment to act independently in Frontex' interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence. Applicants will therefore be required to include confirmation of their willingness to make such declarations with their applications.

6. EQUAL OPPORTUNITIES

Frontex applies an equal opportunities policy in full compliance with the European Union Charter of Fundamental Rights and regardless of disabilities, marital status or family situation.

Frontex values geographical and gender balance in compliance with the principles set out in Article 82(1) of the Conditions of Employment of Other Servants of the European Union (CEOS).

7. SELECTION PROCEDURE

The selection procedure includes the following steps:

- After registration, each application is checked in order to verify whether it meets the eligibility criteria;
- All the eligible applications are evaluated by a Selection Committees based on the selection criteria defined in the vacancy notice;
- Best-qualified applicants, who obtained the highest number of points within the evaluation and who are matching best the selection criteria established in the vacancy notice, will be short-listed for an interview;
- The interview will be held in English;
- During the interview session, the Selection Committee(s) will examine profiles of applicants and assess their relevancy for the post/profile in question. In order to support the evaluation via interview, shortlisted applicants may be required to undergo written competency tests and complete part of the process in their second EU language;
- 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, finishing dates and workload;
- As a result of the interviews, the Selection Committee(s) will recommend the most suitable applicants for the post/profiles in question. Non-recruited and suitable applicants will be put on a reserve list, which may also be used for the recruitment for a similar post/profiles depending on the needs of Frontex and shall be valid for 2 years (the validity period may be extended). Each interviewed applicant will be notified in written whether or not he/she has been placed on a reserve list. Applicants should note that **inclusion on a reserve list does not guarantee an employment offer.**

Please note that the work and deliberations of the Selection Committee(s) are strictly confidential and that any contact with its members is strictly forbidden.

8. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The ICT Support Analyst will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure.

Successful applicant will be recruited as contract staff pursuant to Article 3a of the Conditions of Employment of Other Servants of the EU (CEOS). The contract staff member(s) will be placed in Function Group IV.

The pay of contract staff members consists of a basic salary in EUR and allowances weighted by the correction coefficient (for Poland currently 71.8 %) and paid in PLN according to a fixed exchange rate (currently 4.1893). The staff member may be entitled to various allowances, in particular to an expatriation

(16 % of basic gross salary) or to a foreign residence allowance (4 % of basic gross salary) – depending on particular situation, and to family allowances (depending on personal situation) such as: household allowance, dependent child allowance, pre-school allowance, education allowance.

The final net calculation of a remuneration is as follows:

Function Group IV,	**Grade 13**	**Grade 14**	**Grade 16**
Basic net salary (without any allowances)	1 967 EUR 8 241 PLN	2 118 EUR 8 874 PLN	2 657 EUR 11 131 PLN
Household allowances (net)	173 EUR 725 PLN	179 EUR 750 PLN	194 EUR 812 PLN
Dependent child allowances for each child (net)	276 EUR 1 157 PLN	276 EUR 1 157 PLN	276 EUR 1 157 PLN
Expatriation allowances (depending on family situation) (net)	375 – 533 EUR 1 569 – 2 234 PLN	422 – 583 EUR 1 768 – 2 443 PLN	540 – 704 EUR 2 263 – 2 948 PLN
Preschool allowance (net)	67 EUR 283 PLN	67 EUR 283 PLN	67 EUR 283 PLN
Education allowance (net) up to	375 EUR 1 570 PLN	375 EUR 1 570 PLN	375 EUR 1 570 PLN

The remuneration of the staff members, the correction coefficient and the exchange rate is updated annually before the end of each year, with a retroactive effect from 1 July, in accordance with Annex XI of the Staff Regulations.

The headquarters agreement has not yet been concluded with the Polish authorities.

Staff pays an EU tax at sources and deductions are also made for medical insurance, pension and unemployment insurance. Salaries are exempt from national taxes. The rate of solidarity levy is 6 %.

Staff is entitled to annual leave of two working days per each complete calendar month of service. On top of that, staff is entitled to a number days of leave to their basic entitlement depending on the grade, age and distance from the place of origin. In addition, there are on average 18 Frontex Public Holidays per year. Special leave is granted for certain circumstances such as marriage, birth or adoption of a child.

Frontex being a knowledge based organization acknowledges the importance of training provided to its staff. Frontex provides general and technical nature training as well as professional development opportunities that are discussed annually during staff performance appraisal.

Throughout the period of service staff is a member of the EU pension scheme. The pension is granted after completing a minimum of 10 years' service and after reaching the pensionable age of 66 years.

Staff is covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, the risk of occupational disease and accident as well as entitled for a monthly unemployment allowance, the right to receive payment of invalidity allowance and travel insurance.

For further information on working conditions of contract staff please refer to the CEOS: http://ec.europa.eu/civil_service/docs/toc100_en.pdf

A **contract of employment will be offered for a period of five years**, with a probationary period of nine months.

Frontex requires selected applicants to sensitive posts to undergo a **security screening procedure** and obtain a positive national opinion or respective personal security clearance. The level of the latter depends on the specific post. For this post, the required level of clearance is **CONFIDENTIEL UE / EU CONFIDENTIAL.** Successful applicants who currently hold a valid security clearance at the required level (or higher) do not need to obtain a new one. They shall provide Frontex with a copy of the security clearance and specify the

issuing authority, level and date of expiry. In case the validity of the security clearance expires within six months, a renewal procedure shall be initiated expeditiously. In case selected applicants do not currently hold a valid and positive security clearance at the required level, Frontex will request such from the National Security Agency of the applicants' state of nationality. In case of a failure to obtain the required security clearance certificate before the expiration of the probationary period or if the National Security Agency issues a negative opinion at the above-mentioned level after the signature of the contract of employment, Frontex has a right to terminate the contract of employment.

9. PROTECTION OF PERSONAL DATA

Frontex ensures that applicants' personal data are 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 European Union institutions and bodies and on the free movement of such data (12.1.2001, OJ, L 8). Please note that Frontex will not return applications to applicants. This applies in particular to the confidentiality and security of such data.

The legal basis for the selection procedures of contract staff are defined in the CEOS[4].

The purpose of processing personal data is to enable carry-out selection procedures.

The selection procedure is conducted under the responsibility of the Human Resources Sector of the Human Resources and Services Unit, within the Administration Division of Frontex (HR Sector). The controller for personal data protection purposes is the Head of Human Resources and Services Unit.

The information provided by the applicants will be accessible to a strictly limited number of staff members of the HR Sector, to the Selection Committee, and, if necessary, to the Legal Affairs Unit and management.

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. Data storage policy is as follows:

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

Should the applicant have any query concerning the processing of his/her personal data and has substantiated request, he/she shall address them to the HR Sector at hr@frontex.europa.eu.

Applicants may have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

10. APPEAL PROCEDURE

If an applicant considers that he/she has been adversely affected by a particular decision he/she can lodge a complaint under Article 90(2) of the Staff Regulations at the following address:

Frontex
Human Resources Sector
Plac Europejski 6
00-844 Warsaw
Poland

[4] *in particular the provisions governing conditions of engagement in Title IV, Chapter 3.*

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure starts to run from the time the selection procedure for this post is declared as closed on the Frontex webpage (http://www.frontex.europa.eu).

Candidates also have a possibility to complain to the European Ombudsman. Please note that complaints made to the European Ombudsman have no effect on the time period laid down in Article 91 of the Staff Regulations. Note also, that under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

11. APPLICATION PROCEDURE

In order for an application to be considered valid, an applicant must submit his/her Frontex Standard Application Form duly completed, signed and scanned (in pdf format) to the following an e-mail: jobs@frontex.europa.eu. The subject of the email shall contain: 'SURNAME_Name_Vacancy Reference Number_Post Title'.

Frontex Standard Application Form is to be uploaded from Frontex website under the reference number of the vacancy procedure (Frontex/15/CA/FGIV/36.1). In the Eligibility Checklist (which is a part of the Frontex Standard Application Form) the applicant must verify his/her compliance with the eligibility criteria for the specific post.

The Frontex Standard Application Form must be:

- Fully completed in English, pointing out the professional experience relevant to this position (incl. calculation of years, months);
- Printed, **signed** and clearly **scanned in pdf format (in one single document);**
- Named as follows: 'SURNAME_Name_Vacancy Reference Number_Post Title'.

The application will be rejected if it is not duly completed and signed by hand.

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.

You will be requested to supply documentary evidence in support of the statements that you make for this application. Do not, however, attach any supporting or supplementary documentation with your application, until you have been asked to do so by Frontex. Additionally, do not submit the references or testimonials, unless they have been requested for the sole use of Frontex.

Incomplete applications or applications sent to Frontex after the deadline will be disqualified and treated as non-eligible. Moreover, the applicants who use the same Frontex Standard Application Form to apply for more than one post will be disqualified.

Due to the large volume of applications, Frontex regrets that only applicants selected for the interview will be notified. **The status of the recruitment procedure is to be found on Frontex website**.

Please note that the time period between the closing date for applications submission and the end of the shortlisting of applicants for an interview may take more than two months.

The closing date (and time) for the submission of applications is

31 January 2016 (23:59 h) of Warsaw local time.

Applicants are strongly recommended **not to wait until the last day** to submit their applications. Frontex cannot be held responsible for any last-minute malfunction due to an overload of the respective mailbox.