

VACANCY NOTICE TO CONSTITUTE A RESERVE LIST

Job title	IT Service Assistant
Function group/grade	CA FG III
Type of contract	Contract Agent
Reference	FRA-CA-ITSA-FGIII-2021
Deadline for applications	22/04/2021 at 13:00 (Central European Time (CET)).
Place of employment	Vienna, AUSTRIA

The European Union Agency for Fundamental Rights (FRA) is organising a selection procedure in order to constitute a reserve list from which to fill vacant post(s) of a Contract Agent IT Service Assistant (function group CA FG III) in the Corporate Services Unit.

1 BACKGROUND

The European Union Agency for Fundamental Rights (FRA) helps policy makers understand how they can do more for their citizens. It shares insights and raise rights awareness at the EU, national and local level. It does this by collecting and analysing law and data; providing independent, evidence-based advice on rights; identifies trends by collecting and analysing comparable data; helps better law making and implementation; support rights-compliant policy responses and strengthens cooperation and ties between fundamental rights actors.

The Corporate Services Unit

The Corporate Services Unit is responsible for supporting the operational work of the Agency enhancing its ability to function as a best practice, knowledge-based, lean and service-oriented public body. It composed of the following business areas: Planning, Finance and Contracting, Digital Services and Facilities, Legal Services, Human Resources and Quality management.

2 DUTIES

The successful candidate will work in the Corporate Services Unit within the Digital Services and Facilities (DSF) sector under the supervision of the Head of Sector. She/he will also work closely with other members of the unit, as well as staff in other units.

The successful candidate is expected to carry out the following tasks:

User support

1. Assist users in a professional and efficient way in order to solve incidents and service requests;
2. Conduct correct identification, logging and categorization of issues, escalating service desk tickets within the DSF, as necessary;

3. Respond and follow-up on incident and problem resolutions in accordance with the agreed service levels and internal IT processes;
4. End to end processing of IT on-boarding/off-boarding of new users, including account management (accurate attributes, handover sheets, proper permissions granted, etc.) and set up and removal of IT equipment;
5. Assist and support end-users' inquiries relating to MS Windows, MS Office and other office automation applications provided by the Agency;
6. Provide training on desktop operating systems and office tools in particular Office 365 including use of Microsoft Teams and of other off the shelf software used by the Agency;
7. Management of IT Videoconferencing infrastructure, including room maintenance and support to end users;

IT operations

8. Administer Active Directory services as well as E-mail services (Exchange)
9. Install, configure and maintain IT systems and peripheral devices;
10. Assist in the maintenance of the network systems and devices including back-up operations;
11. Assist in the installation of other IT equipment as required (e.g. telephone systems, photocopiers);
12. Perform in IT related logistics activities including IT inventory exercises;
13. Proactive involvement in the overall digital transformation of IT infrastructure as subject matter expert;
14. Keep up with the latest IT technologies and best practices in order to actively contribute to the continued IT modernisation and continuous development and improvement of the systems.

Duties applicable to all staff:

15. Actively work towards the achievement of the goals of the FRA in accordance with the Strategic Plan;
16. Perform any other work-related duties and responsibilities assigned by the Head of Unit.

3 ELIGIBILITY CRITERIA

To be admissible for this selection, candidates must fulfil all the following conditions by the deadline for submission of applications:

General conditions¹

- Be a national of one of the Member States of the European Union;
- Be entitled to his or her full rights as a citizen² ;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Meet the character requirements as to suitability for the performance of the duties involved;

¹ See Article 12 of the Conditions of Employment of Other Servants of the European Union .

² Prior to appointment, successful applicants will be required to produce an official document showing that they do not have any criminal record.

- Be physically fit to perform the duties linked to the post³.

Education

Have a level of post-secondary education attested by a diploma⁴ and after having obtained the diploma appropriate professional experience of at least one year

OR

A level of a secondary education attested by a diploma giving access to post-secondary education and, after having obtained the diploma, appropriate professional experience of at least four years;

Professional experience

In addition to the above, have a minimum of 3 years of full-time professional experience in relevant to the tasks described under the “Duties” section, of which at least 2 year of experience⁵ in the area of IT service desk support.

Language skills

- Have a thorough knowledge of English (minimum level C1) and
- Have a good knowledge of another language of the EU (minimum level B2).

The levels indicated correspond to the Common European Framework of Reference for Languages⁶.

Computer skills

Candidates must have extensive practical experience with Microsoft Office applications, Microsoft Windows and Active Directory administration.

4 SELECTION CRITERIA

In order to select the best qualified candidates for interview and possible test phase, the Agency will consider the following:

- Proven professional experience as IT Service assistant and dealing with end-user service desk requests and reported incidents as described under “Duties”;
- Proven professional experience of Microsoft based technologies in particular administering and configuring Microsoft Exchange and Active Directory 2016 or latest versions;
- Proven experience in working with Microsoft Windows Server 2016 or later;
- Proven professional experience in the installation and updating (patching) of Windows based software applications using Microsoft System Center Manager (SCCM) or similar;

³ Before being engaged, successful applicants will be required to undergo a medical examination to ensure that they fulfil the requirements of article 12(2)(d) of the Conditions of Employment of other Servants of the European Communities.

⁴ Only diplomas and certificates that have been awarded in EU Member States or that are the subject of equivalence certificates issued by authorities in the said Member States shall be taken into consideration. In the case that an equivalence certificate was issued, this should as well have been done by the deadline for application

⁵ Professional experience is counted from the date of obtaining the diploma.

⁶ See <https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>

- Proven experience in the management and end user support of video and web conferencing technologies like Microsoft Teams, WebEx, Skype for Business or similar;
- Experience in the administration of IT service desk tools like JIRA or similar;

The following criteria will be considered as advantageous:

- Knowledge (by training or experience) in the use of cloud services and in particular Office 365 and Microsoft Azure;
- Knowledge (by training or experience) of Microsoft SharePoint or SharePoint Online;
- Work experience in a multicultural/multilingual environment.

In addition to the above criteria, candidates invited to the interview and test phase will be assessed against the following requirements:

- **Communication:** communicate clearly and precisely both orally and in writing;
- **Analysis and Problem-solving:** ability to identify the critical facts in complex issues and develop creative and practical solutions;
- **Working with Others:** work cooperatively with others in teams and across organisational boundaries and respect differences between people; create a sense of team spirit by encouraging shared goals and exchange of knowledge and experience;
- **Learning and Development:** develop and improve personal skills and knowledge of the organisation and its environment; commit to train others, share knowledge, and systematically improve working methods;
- **Prioritisation and Organisation:** ability to prioritise the most important tasks, work flexibly and organise own and others' workload efficiently;
- **Quality and Results:** take personal responsibility and initiative for delivering work to a high standard quality within set procedures; show clear customer orientation (internal and external); build systematic and methodical processes into projects and work of self and own team;
- **Resilience:** remain effective under work pressure, be flexible and adapt to a changing work environment; encourage others to do the same and adjust own and team's approach to embrace changing circumstances.

5 SUBMISSION OF APPLICATIONS AND DEADLINE

Candidates are requested to submit their application electronically through the Agency's website: fra.europa.eu. **Only online applications will be accepted.**

An application will be deemed admissible only if it includes:

- a CV in Europass format (other formats will not be considered);
- a motivation letter (preferably no more than one page);
- a complete electronic application

Information concerning the status of the selection procedure can be found at the following address:
<http://fra.europa.eu/en/about-fra/recruitment/vacancies>.

In case you experience technical problems during your application please contact, within the above mentioned deadline, the e-mail address below providing an explanation of the issue:
recruitment@fra.europa.eu.

Applications must be sent no later than **22/04/2021 at 13:00** (Central European Time (CET)).

Please note that due to the large number of applications we receive, the system may face problems in processing such amounts of data when reaching the deadline for submission of applications. We therefore advise to apply well ahead of the deadline.

6 EQUAL OPPORTUNITIES

FRA urges anyone meeting the eligibility criteria and interested in the position to apply. FRA is an equal opportunities employer and encourages applications without distinction on the basis of gender, colour, racial, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, nationality, age, sexual orientation or gender identity.

FRA encourages candidates with disabilities to apply. If you consider yourself to have a physical, mental, intellectual or sensory disability, please tick the appropriate box on the on-line application form and indicate any adjustments or arrangements, relating to your disability, so FRA can ensure your full and equal participation in the interview.

7 SELECTION PROCEDURE

A Selection Committee is nominated by the Appointing Authority of Agency.

Eligibility of candidates will be assessed according to compliance with all formal requirements by the closing date for the submission of applications (please see section 3 “Eligibility criteria”).

Only the applications of eligible candidates will be evaluated in accordance with the selection criteria as specified in the publication notice (see section 4). **The Agency will invite for an interview the top 8 candidates among those who have obtained at least 60%.**

The selection procedure will be composed of an interview and a written part. Both parts will be held in English. It will take place in Vienna (Austria), where the Agency has its seat and where the place of employment is. In case the COVID-19 situation does not allow candidates to have their written and oral exams at the FRA premises, all short-listed candidates will be invited for online written and oral tests. The short-listed candidates will receive further detailed information in due time.

Candidates invited to an interview will be requested to submit, on the day of the interview, a non-certified copy of their diploma(s) and evidence of their professional experience, clearly indicating the

length and nature of their experience and whether full time or part time work. Prior to contract signature, the successful candidate/s will be requested to provide FRA with original or certified copies of all relevant documents proving the eligibility requirements.

Successful candidates will be included on a reserve list drawn up by the Selection Committee. This reserve list will be proposed to the Appointing Authority of FRA. The Appointing Authority will decide on the establishment on the reserve list. This reserve list will be valid from the date of its establishment (in year 'N') until 31 December of year 'N+1'. Its validity may be extended. The reserve list may be used for future recruitment, should vacancies arise. Each candidate will be informed by letter whether or not he/she has been placed on the reserve list. Candidates should note that inclusion on a reserve list does not guarantee recruitment.

On the basis of the adopted reserve list, the Appointing Authority of FRA may offer a contract of engagement.

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

Due to the large volume of applications, **the Agency regrets that only candidates selected for the interviews will be contacted**. Applicants are invited to follow the recruitment process on the FRA website.

8 ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

A contract of employment will be offered as a member of the contract staff pursuant to Article 3(a) of the Conditions of Employment of Other Servants of the European Union for a fixed period of 2 years. The contract may be renewed.

The successful candidate will be recruited in Function Group III. The grade (8, 9 or 10) will be determined in accordance with the number of years of experience of the successful candidate (i.e. professional experience of up to 5 years for grade 8; professional experience of more than 5 years for grade 9 and professional experience of more than 15 years for grade 10). The basic salary for grades 8, 9 and 10 are respectively € 2 777.78 € 3 142.88 and € 3 555.97.

In addition to the basic salary, staff members may be entitled to various allowances, in particular a household allowance, expatriation allowance (16% of basic salary + household allowance), dependent child allowance and education allowance. The salary is subject to a Union tax deducted at source and it is exempt of national taxation.

FRA also offers a comprehensive welfare package including pension scheme, medical, accident and occupational disease insurance coverage, unemployment and invalidity allowance and travel insurance.

Moreover, FRA offers different opportunities of schooling services through service level agreements with international schools and pre-school establishments, and has introduced policies on teleworking and flexitime in its attempt to reconcile work and private life.

Under certain circumstances, in particular where staff members are obliged to change their place of residence in order to take up employment, the Agency may also reimburse various expenses incurred on recruitment, notably removal expenses.

Additional information on Contract Agents can be obtained from the web site of the European Commission at the following address: http://ec.europa.eu/civil_service/job/contract/index_en.htm

For any further information on the contractual and working conditions please refer to the Staff Regulations of Officials of the European Union and the Conditions of Employment of other Servants of the European Union which is accessible at the following address:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

9 DATA PROTECTION

Personal data shall be processed solely for the purpose of the selection procedure.

Please note that FRA will not return applications to candidates. The personal information FRA requests from applicants will be processed in line with 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. This applies in particular to the confidentiality and security of such data.

Should the candidate have any query concerning the processing of his/her personal data, he/she shall address them to: recruitment@fra.europa.eu.

For further information with regard to the processing of personal data, please see [FRA's Privacy Statement](#).

10 APPEAL PROCEDURES

If a candidate 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 of Officials and Conditions of employment of other servants of the European Union, at the following address:

The Director
European Union Agency for Fundamental Rights
Schwarzenbergplatz 11
A-1040 Vienna
Austria

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure start to run from the time the completion of the selection procedure is published on the Web-site at the following link: <http://fra.europa.eu/en/about-fra/recruitment/vacancies>.



If the complaint is rejected, the candidate may bring a case under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union before:

The European Union Civil Service Tribunal
Rue du Fort Niedergruenewald
L-2925 Luxembourg

It is also possible to lodge a complaint to the European Ombudsman pursuant to Article 228(1) of the Treaty on the Functioning of the European Union and in accordance with the statute of the Ombudsman and the implementing provisions adopted by the Ombudsman. Before the Ombudsman can accept a complaint, it is necessary that the complaint is first addressed to the Agency. Any complaint to the Ombudsman (<http://www.ombudsman.europa.eu>) must be made within two years of receiving the Agency's final position on the matter.