



CALL FOR AN EXPRESSION OF INTEREST FOR A SECONDED NATIONAL EXPERT

Ref. No: eu-LISA/19/SNE/3.1

Post:	IT Expert – System Engineer
Sector/Unit/Department:	Corporate IT Services Sector / Corporate Services Unit / Corporate Services Department
Type of post:	Seconded National Expert (SNE)
Place of secondment:	Tallinn, ESTONIA
Starting date:	As soon as possible
Duration of secondment:	2 years and may be renewed if it is justified in the interests of eu-LISA
Level of Security Clearance:	SECRET UE/EU SECRET¹
Closing date:	30 April 2019² at 23:59 EET (Eastern European time) and 22:59 CET (Central European time)

1. INFORMATION ABOUT THE AGENCY

Applicants are invited to apply for the above-mentioned post at the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (hereinafter referred to as “eu-LISA”). eu-LISA was established in 2011, the new eu-LISA Regulation entered into force on 11 December 2018.

The seat of eu-LISA is Tallinn, Estonia. Tasks related to development and operational management of the current and future systems are carried out in Strasbourg, France. eu-LISA also has a backup site in Sankt Johann im Pongau, Austria and a Liaison Office in Brussels, Belgium.

eu-LISA is responsible for the long-term operational management of the European Asylum Dactyloscopy Database (Eurodac) ³ the second generation Schengen

¹ EC Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information

² Date of publication: **07 March 2019**.

³ Regulation (EU) No 603/2013 of the European Parliament and Council of 26 June 2013.

Information System (SIS II)⁴, the Visa Information System (VIS)⁵ and the European Entry/Exit System (EES)⁶.

These systems are essential for the normal functioning of the Schengen Area, for the efficient border management of its external borders as well as for the implementation of common EU asylum and visa policies. As of 9 October 2018, the Agency has been entrusted with the development and operational management of the European Travel Authorization and Information System (ETIAS). The Agency may also be entrusted with the centralised system for the identification of Member States holding conviction information on third country nationals and stateless persons (TCN) to supplement and support the European Criminal Records System (ECRIS-TCN), and the development of interoperability solutions between large-scale IT systems provided that co-legislators adopt the required legal instrument⁷.

The core task of eu-LISA is to ensure the effective, secure and continuous operation of said IT-systems. The Agency is also responsible for the adoption of necessary measures to ensure the security of the systems and the security of the data therein.

Beyond these operational tasks, eu-LISA is responsible for reporting, publishing, monitoring and organising specific training sessions on the technical use of the systems, implementing pilot schemes upon specific and precise requests of the European Commission and the monitoring of research relevant for the operational management of the systems.

2. THE CORPORATE SERVICES UNIT

The Corporate Services Unit is organised in two Sectors:

- Corporate IT Services Sector;
- General Support Services Sector.

Corporate IT Services Sector responsibilities includes all the necessary IT operations from a network, system, storage and application perspective that the Agency needs to run its every-day business in its 2-site locations (Strasbourg, FRANCE, and Tallinn, ESTONIA) and its Liaison Office in Brussels, BELGIUM. The Sector is responsible for development, evolution and maintenance of corporate IT infrastructure and corporate IT applications.

General Support Services includes the portfolios of Facilities, Logistics and Supplies, Missions and Document Management.

⁴ Regulation (EU) 2018/1860 of the European Parliament and of the Council of 28 November 2018 on the use of the Schengen Information System for the return of illegally staying third country nationals, OJ L 312, 7.12.2018. Regulation (EU) 2018/1861 of the European Parliament and of the Council of 28 November 2018 on the establishment, operation and use of the Schengen Information System (SIS) in the field of border checks, and amending the Convention implementing the Schengen Agreement, and amending and repealing Regulation (EC) No 1987/2016, OJ L 312, 7.12.2018. Regulation (EU) 2018/1862 of the European Parliament and of the Council of 28 November 2018 on the on the establishment, operation and use of the Schengen Information System (SIS) in the field of police cooperation and judicial cooperation in criminal matters, amending and repealing Council Decision 2007/533/JHA, and repealing Regulation (EC) No 1986/2006 of the European Parliament and of the Council and Commission Decision 2010/261/EU, OJ L 312, 7.12.2018.

⁵ Regulation (EC) No 767/2008 of 9 July 2008 of the European Parliament and the Council concerning the Visa Information System (VIS) and the exchange of data between member States on short-stay visas (VIS Regulation), OJ L 218, 13.08.2008.

⁶ Regulation (EU) 2017/2226 of the European Parliament and of the Council of 30 November 2017 establishing an Entry/Exit System (EES), OJ L 327/20, 9.12.2017. Corrigendum to Regulation (EU) 2017/2225 of the European Parliament and of the Council of 30 November 2017 amending Regulation (EU) 2016/399 as regards the use of the Entry/Exit System (OJ L 327, 9.12.2017), OJ L 312, 7.12.2018.

⁷ COM(2017) 794 final, 2017/0352 (COD) and COM(2017) 793 final, 2017/0351 (COD)

3. THE SECONDMENT

SNEs are seconded to eu-LISA according to the Decision No 2012-025 of the Management Board of eu-LISA as of 28 June 2012.

SNEs should enable eu-LISA to benefit from the high level of their professional knowledge and experience, in particular in areas where such expertise is not readily available.

SNE's employer shall undertake to continue to pay his/her salary, to maintain his/her administrative status throughout the period of the secondment. SNE's employer shall also continue to be responsible for all his/her social rights, particularly social security and pension.

SNEs shall assist eu-LISA's statutory staff members. They may not perform middle or senior management duties, even when deputising for their immediate superior. Under no circumstances may an SNE on his/her own represent the Agency with a view to entering into commitments, whether financial or otherwise, or negotiating on behalf of eu-LISA.

SNE shall carry out the duties and conduct his/her tasks solely within the interests of eu-LISA. He/she shall neither seek nor take instruction from any government, authority, organisation nor person outside the Agency. He/she shall carry out the duties assigned objectively, impartially and in keeping with his/her duties of loyalty to EU.

SNE is entitled, throughout the period of the secondment, to a daily subsistence allowance and a monthly subsistence allowance, applicable to the place of secondment.

The selected applicant will need to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate (SECRET UE/EU SECRET level). A Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, which shows the level of EU Classified Information (EUCI) to which that individual may be granted access, the date of validity of the relevant PSC and the date of expiry of the certificate itself. For more information about EUCI please consult the Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information.

Applicants who currently hold a valid security clearance shall provide a copy of the security clearance to eu-LISA and specify the issuing authority, level and date of expiry. In case the validity of the security clearance expires within six months, the renewal procedure to be initiated expeditiously. Applicants who does not hold a security clearance, the procedure to be initiated expeditiously by the employer.

4. TASKS AND RESPONSIBILITIES

Reporting to the Head of Corporate Services Unit, the IT Expert-Systems Engineer is responsible for:

- Managing and monitoring all installed systems and infrastructure of Corporate IT within the Agency;
- Installing, configuring, testing and maintaining operating systems, application software and system management tools;
- Proactively ensuring the highest levels of systems and infrastructure availability;

- Monitoring and testing application performance for potential bottlenecks, identifying possible solutions, and working with developers to implement those fixes;
- Maintaining backup and redundancy strategies;
- Participating in the design of information and operational support systems;
- Providing 2nd level support;
- Liaising with vendors and other IT personnel for problem resolution;
- Contributing to the implementation and evolution of systems management processes within the eu-LISA;
- Performing the installation, configuration and operation of various servers and services based on Microsoft Technologies (AD, DNS/DHCP, AD FS, SharePoint, Exchange, SQL, SCOM, SCCM, SCSM);
- Contributing to the drafting of and implement ICT policies, procedures and guidelines;
- Performing other ICT operations as requested by the Head of Unit.

5. QUALIFICATIONS AND EXPERIENCE REQUIRED

5.1. Eligibility criteria

Applicants will be considered eligible for the selection based on the following formal criteria to be fulfilled by the deadline for applications:

- to be a national of one of the Member States of the European Union, Norway, Iceland, Liechtenstein or Switzerland⁸ and enjoy the full rights as a citizen⁹;
- to be employed by a national, regional or local public administration¹⁰ or an Inter-Governmental Organisation (‘IGO’).
- to have worked for the employer on a permanent or contractual basis for at least 12 months before the secondment and shall remain in service of the employer throughout the period of secondment;
- to have at least 3 (three) years’ experience of administrative, legal, scientific, technical, advisory or supervisory functions;
- to have a thorough knowledge of one of the European Union languages and a satisfactory knowledge of another European Union language to the extent necessary for the performance of the duties. SNE from non-member country must produce evidence of a thorough knowledge of one European Union language necessary for the performance of his/her duties.

Only duly documented professional activity is taken into account.

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 shall be taken into consideration as professional experience if the official documentation is provided.

⁸ Appointment of staff from countries associated with the implementation, application and development of the Schengen acquis and Eurodac-related measures is subject to the conclusion of the arrangements defined in article 37 of the founding Regulation of the Agency.

⁹ Prior to any appointment, the successful applicant will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

¹⁰ The Public administration means all State administrative services at central, federal and regional level, comprising ministries, government and parliament services, the courts, central banks, and the administrative services of local authorities, as well as the decentralised administrative services of the State and of such authorities.

5.2. Selection criteria

5.2.1. Professional competencies

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

- Proven working experience in installing, configuring and troubleshooting Windows based environments;
- Extensive knowledge and proven professional experience with VMware vSphere 5.x or later;
- Extensive knowledge and proven professional experience in administration Microsoft Windows operating systems (Windows 10, Windows Server 2012 or later);
- Knowledge in managing MS SQL Database servers;
- High expertise in Microsoft Active Directory and Microsoft Exchange;
- High expertise in other Microsoft Technologies DNS/DHCP, AD FS, SCOM, SCCM or SCSM;
- Knowledge of SharePoint (2013 or later);
- Professional experience with McAfee Antivirus and McAfee Policy Orchestrator;
- Professional experience with NetApp;
- Professional experience with geographically distributed environments;
- Professional experience with design, implementation and operation of highly-available solutions;
- training or qualifications in the field of ICT;
- work experience in English in an international working environment;
- experience working in a highly-secure environment;
- ITIL knowledge;
- able to liaise with different stakeholders and end users within a multicultural environment;
- proficiency in both written and spoken English, corresponding to at least C1 level.¹¹

The working language of eu-LISA is English. Therefore, the ability to communicate in English is an essential requirement.

5.2.2. Besides the following attribute would be advantageous:

- BS degree in Computer Science, Computer Engineering or a related subject;
- Previous experience in similar functions within an international and multicultural environment, preferably in a European Institution, Agency or body;
- Professional experience with CommVault backup software;
- PowerShell scripting skills;
- Microsoft Certifications;

¹¹ Cf. Language levels of the Common European Framework of reference:
<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

- NetApp Certifications;
- VMware Certifications;
- Proven working experience with routers, switches, proxies and firewalls;
- ITIL certification.

5.2.3. Personal qualities

Attributes especially important to this post include:

- Excellent analytical and communication skills, an ability to think creatively, a strong sense of integrity, initiative and responsibility;
- Good problem solving skills and ability manage his/her responsibilities;
- Work to deadlines on multiple tasks;
- Good planning and organisation skills;
- Ability to work in multi-cultural environment;
- Strong service oriented attitude and flexibility;
- Ability to maintain accuracy and speed under pressure and to work in multicultural teams;
- Sense of initiative and responsibility for the assigned areas of work;
- Capability to manage a high volume of data management related work including the ability to cope with stress and time pressure.

6. EQUAL OPPORTUNITIES

eu-LISA applies an equal opportunities policy and accepts applications without distinction on grounds of 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.

7. SELECTION PROCEDURE

The selection procedure includes the following steps:

- Selection Committee designated by the Appointing Authority (eu-LISA's Executive Director) is set up for the selection procedure;
- After registration, each application is checked to verify whether the applicant meets the eligibility criteria;
- All the eligible applications are evaluated by the Selection Committee based on the selection criteria defined in the open call;
- The best-qualified applicants, who obtained the highest number of points, are short-listed for an interview, which may be complemented by a written competency test;
- The interview and written test are conducted in English. In case English is a mother tongue of an applicant, some interview or test questions may be held in language indicated by the applicant on the application form as the 2nd EU language;
- During the interview and the written test, the Selection Committee examines the profiles of applicants and scores the applicants in accordance with the selection criteria;
- 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 and finishing dates, and the workload;

- After the interviews and tests, the Selection Committee draws up a non-ranked list of the most suitable candidates to be included on a reserve list for the post and proposes it to the Appointing Authority. The Selection Committee may also propose to the Executive Director the best suitable applicant to be engaged for the post;
- The Appointing Authority chooses from the reserve list an applicant whom to engage for a post;
- Applicants put on the reserve list may also be used for recruitment to a similar post depending on the needs of the eu-LISA and budgetary situation as long as the reserve list is valid;
- The reserve list established for this selection shall be valid until **31 December 2021** (the validity period may be extended);
- Each applicant invited for an interview will be informed whether or not he/she has been placed on the reserve list. **Applicants should note that inclusion on a reserve list does not guarantee an engagement as an SNE by eu-LISA.**

The Selection Committee's work and deliberations are strictly confidential and any contact with its members is strictly forbidden.

Because English is the working language of eu-LISA and because the successful applicant will be requested to immediately be operational, the recruitment procedure will be performed in English and all communication with applicants will be held in English.

8. PROTECTION OF PERSONAL DATA

eu-LISA ensures that applicants' personal data is processed in accordance with Regulation (EU) No 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.¹²

Please note that the eu-LISA will not return applications to applicants.

The purpose of processing personal data is to enable selection procedure.

The selection procedure is conducted under the responsibility of the eu-LISA's Human Resources Unit (HRU), within the Corporate Services Department. The controller for personal data protection purposes is the Head of HRU.

The information provided by the applicants will be accessible to a strictly limited number of staff members of the HRU staff, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the Legal Officer of eu-LISA.

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.

¹² Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018, OJ L 295, 21.11.2018, p. 39.

Processing begins on the date of receipt of the application. Our data storage policy is as follows:

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

Any substantiated query concerning the processing of his/her personal data can be addressed to HRU at eulisa-SNEPOSTING@eulisa.europa.eu.

Applicants may have recourse at any time to eu-LISA's European Data Protection Officer (dpo@eulisa.europa.eu) and/or the European Data Protection Supervisor (edps@edps.europa.eu).

9. APPLICATION PROCEDURE

In order for application to be valid and considered eligible, the applicant is required to submit:

- eu-LISA standard application form filled in in English and hand-signed (scanned into PDF format);
- proof of the National Administration Authorisation – Form 1A (Employer authorisation for SNE applicant), provided on eu-LISA website;
- a copy of security clearance.

Applications must be sent by the Permanent Representation or a national contact point or by the associated countries competent authority or the administration of IGO to the following e-mail address before the deadline: eulisa-SNEPOSTING@eulisa.europa.eu. Please liaise with your Permanent Representation to ensure that your application meets deadline.

The standard application form can be downloaded from eu-LISA website: <http://www.eulisa.europa.eu/JobOpportunities/Pages/SecondedNationalExpert.aspx>

The closing date for submission of applications is: **30 April 2019 at 23:59 EET (Eastern European time) and 22:59 CET (Central European time)**.

The subject of the e-mail should include the Title of the Open Call and Reference No **eu-LISA/19/SNE/3.1**.

Incomplete applications and applications received by eu-LISA after the deadline will be disqualified and treated as non-eligible.

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. eu-LISA cannot be held responsible for any delay due to such difficulties.

Once the applications have been registered, applicants will receive an acknowledgement message by e-mail confirming the receipt of the application.

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.

Only applicants selected for the interview will be contacted.

In case of any queries about the selection process, please contact through the e-mail: eulisa-SNEPOSTING@eulisa.europa.eu.