

Vacancy Notice

Digital Transformation Services Team Coordinator (TA/AD 8)

Ref. ENISA-TA18-AD-2018-01

The Agency welcomes applications from highly motivated candidates to contribute to the development of the European Union Agency for Network and Information Security (ENISA).

Please send us your applications by no later than 30/04/2018 at 16.00 (Heraklion, Greece local time).

1. The Agency

The Agency is a centre of expertise for cyber security in Europe.

ENISA is actively contributing to a high level of network and information security (NIS) within the Union, since it was set up in 2004¹, to the development of a culture of NIS in society and in order to raise awareness of NIS, thus contributing to proper functioning of the internal market.

ENISA in priority focuses on five main axes:

- Collecting and analysing data on security incidents and emerging risks in Europe;
- Assisting and advising the Commission and the Member States in their dialogue with industry to address security related problems and, when called upon, in the technical preparatory work for updating and developing Community legislation in the field of network and information security;
- Promoting best practices, risk assessment and risk management, training and awareness raising actions;
- Encouraging co-operation between different actors, developing and maintaining contact with institutions, the business community and consumer organizations, notably through public/private partnerships;
- Tracking the development of standards for products and services in the field of network and information security and promoting their use.

ENISA is located in Heraklion (the agency's official seat) with an operational office in Athens (Greece). **The place of employment for the selected candidate is Athens.**

ENISA's staff are expected to be reasonably mobile in order to respond to the needs of the Member States on the basis of planned as well as ad hoc needs.

Further information about ENISA may be found on our website: <http://www.enisa.europa.eu/>

¹ Regulation (EU) No 526/2013 of the European Parliament and of the Council of 21 May 2013, repealing Regulation (EC) No 460/2004, (OJ L 165/41, 18.06.2013).

2. Job description

The Digital Transformation Services Team Coordinator reports to the Head of Corporate Services (CS) Unit within the Resources Department (RD).

He/she manages, advises on and coordinates the ICT/IT activities contributing to achieve the strategic objectives of the Agency within the context of increased use of technologies requiring a high level of cybersecurity. He/she runs a complete quality management system across the full range of IT services such as service catalogue, project management services, etc. initiating changes/improvements to enhance service delivery.

Key responsibilities:

- Advise on and contribute to ICT/IT management with the vision-setting and planning in relation to a full range of IT-related activities, including strategic planning, governance, drafting and implementing IT policy/procedures, data and information security, IT trends and emerging technologies, sharing best practices;
- Act as a strategic business partner collecting and analysing relevant business needs/information from internal stakeholders and relevant service providers to give continuous, high-functioning IT that supports the Agency's mission/activities;
- Identify change's opportunities, provide impetus, training, guidance and help to ensure the development, adoption of, adherence and implementation to/of the IT change management framework/services delivery model/tools as well as conduct post-implementation reviews in order to determine lessons learned, identify measures for improvement, etc.;
- Contribute to the successful development of ICT/IT strategic roadmaps/management briefs/analyses/actions plans/reports in order to underpin effective and efficient IT investment and business enablement;
- Drive contracts, Service Level Agreements and projects lifecycle from the analysis of business needs, setting up of priorities, drafting of specifications, identification of human and financial resources, organisation of the work through the completion of the negotiation process and contracts/projects' execution and monitoring, ensuring no overrun occurs;
- Ensure the smooth running of the IT operations, monitoring and infrastructure, including security and backup / restore;
- Assist in installing, configuring, maintaining and upgrading ICT hardware, ICT systems and software;
- Contribute to research, design and testing new technologies for potential implementation in the Agency;
- Perform any other tasks that are appropriate to the role and are required.

3. Qualifications and experience required

3.1. Eligibility Criteria

- A level of education which corresponds to completed university studies attested by a diploma² when the normal period of university education is four years or more, or
- A level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least one year when the normal period of university education is at least 3 years;
- At least 9 years of proven full-time professional experience³ relevant to the duties concerned after the award of the university degree;
- Thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official European language⁴.

In addition, in order to be eligible a candidate must:

- Be a national of one of the Member States of the European Union;
- Be entitled to his/her full rights as a citizen⁵;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post⁶.

3.2. Selection criteria

High Scoring Criteria (5 points per criterion)

- University degree in a relevant field that includes information or/and communication technology, computer science, computer engineering, electronics or equivalent;
- Extensive high-level experience of ICT issues and technologies, including technical experience all-round knowledge and experience of IT strategy, principles, policy and action plans formulation and implementation in a complex organisation with a focus on keeping up with new trends/competencies in the area;

² Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

³ Professional experience connected with the Agency's areas of activities shall be taken into account and is counted only from the time the candidate obtained the certificate or diploma required for admission to the selection procedure.

⁴ Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.

⁵ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

⁶ Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Communities.

- Demonstrated experience in engineering various IT solutions, analysing systems and requirements, experimenting and testing, performing vulnerability and security assessments, and developing and integrating complex IT solutions;
- Working experience in managing Microsoft Active Directory infrastructure and/or working with cloud infrastructure (Azure, AWS);
- Demonstrated experience with Windows Server (2008R2/2012) and Linux (CentOS, Ubuntu) operating systems;
- Demonstrated experience in Network Security/Networking, Sharepoint and virtualisation of servers;
- Strong capacity to prioritise, manage and organise activities/tasks/human and financial resources in order to deliver on several projects simultaneously;
- Solid analytical skills with the ability to understand stakeholders' needs and translate them into concrete efficient and effective solutions.

Low Scoring Criteria (2 points per criterion)

- Experience in working in a multicultural environment (e.g.: EU institutions and bodies, international organisations) of more than 5 years;
- Proven knowledge and/or experience of contract management in the EU public sector;
- Demonstrated knowledge of project or service management frameworks, such as PMP, ITIL or Prince2;
- Demonstrated knowledge of information security standards, such as the ISO 27000-series.

IMPORTANT:

All high scoring and low scoring criteria are evaluated in order to identify the candidates to be invited for an interview. Only candidates scoring above the threshold to be set by the selection committee will be invited for an interview. Therefore, candidates are recommended to give evidence of their knowledge by specific examples and/or detailed professional experience in the application form in order to be evaluated in the best possible way. To that purpose candidates are requested to be as detailed and as clear as possible in the description of their professional experience and specific skills and competences.

4. Selection procedure

The selected candidate will be appointed to a position according to the needs of the Agency, on the basis of the reserve list of candidates, proposed by the Selection Board and established following an open selection process involving interviews and tests.

More specifically, the Selection Board decides on those candidates who are admitted to the selection procedure in accordance with the requirements as specified in the vacancy notice. The applications of the candidates admitted to the selection procedure are reviewed and the Selection Board decides on those candidates who are invited to attend an interview. The Selection Board adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether or not candidates are to be admitted. Candidates admitted to a previous selection procedure will not automatically be eligible. Should the Selection Board discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure or that the information on the application form does not correspond with the supporting documents, the candidate will be dis-qualified.

Candidates may be asked to undergo a written test; should this be the case candidates will be informed in advance. The activity of the Selection Board ends with the drawing of a reserve list of suitable applicants to

occupy the position advertised. Candidates should note that inclusion on the reserve list does not guarantee recruitment. Shortlisted candidates may be required to undergo a personality test.

The reserve list will be valid until 31/12/2018 and may be extended by decision of the Executive Director for a further 12 months. This list may be used to recruit Staff for other positions in the areas referred to in this vacancy. Candidates placed on the reserve list will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest⁷. If a letter of intention is issued, the candidate must undergo a compulsory medical examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved and the candidate must provide original or certified copies of all relevant documents.

In line with the European Ombudsman's recommendation, ENISA publishes the names of the Selection Board on its website once established. It is strictly forbidden for the candidates to make any contact with the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition

All enquiries or request for information in relation to the competition should be addressed to the following email address recruitment@enisa.europa.eu

5. Conditions of Employment

The successful candidate will be recruited as a Temporary Agent, pursuant to Article 2(f) the Conditions of Employment of Other Servants of the European Union (CEOS), for a period of three years which may be renewed or until the end of the Agency's mandate whichever is the earliest. This contract may be renewed for a period of 5 years with the possibility of an indefinite contract at the end of the renewal of 5 years.

The appointment will be in grade AD8. Therefore, the final grade and the final step in the grade (step 1 or step 2) will be determined in accordance with the number of years of experience of the successful candidate after the award of the university degree giving access to the position as defined in the formal requirements.

Successful candidates, who are recruited, shall undergo an initial probation period of 9 months. For reasons related to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

The pay of staff members consists of a basic salary⁸ supplemented with various allowances, including family allowances, etc. The indicative basic monthly salary for grade AD 8, step 1, is **6.818,11 EUR**. This salary is weighted by the corrective coefficient affected to the hosting country of the agency. The current corrective coefficient is 79.9 % which will be reviewed yearly with possible retroactive effect.

Other benefits include:

- Special ID card, issued by the Greek Ministry of Foreign Affairs;
- Special car license plates (for certain grades);
- Additional financial support for the education of children "subject to budget availability";

⁷ In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

⁸ Basic Salary: there is a basic salary scale for each grade, divided into a number of steps. The final step is defined according to the total number of years of experience starting from the education certificate/degree giving access to the position.

- VAT exemption allowance on certain goods for a period of 2 years;
- Statutory staff who have completed at least 10 years of service or reached pensionable age, are entitled to a pension under the pension scheme of the European Union institutions (PSEUI).

For further information on working conditions of Temporary staff, please refer to:

http://europa.eu/epso/discover/careers/staff_regulations/index_en.htm

6. Community Tax

The salaries of staff members are subject to a Community tax deducted at source. They are exempt from national tax on salary and are members of the Community social security and pension schemes.

For additional information about salaries, deductions and allowances please consult the Staff Regulations of officials of the European Union:

http://europa.eu/epso/discover/careers/staff_regulations/index_en.htm

7. Data protection

The purpose of processing of the data you submit is to manage your application(s) in view of possible pre-selection and recruitment at ENISA. ENISA does not publish personal data of candidates. Personal data is processed by and accessible to authorised ENISA personnel. Personal data submitted is kept confidential. ENISA adheres to and is regulated under Regulation (EC) No 45/2001 on personal data. ENISA is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries you may contact the Data Protection Officer at: dataprotection@enisa.europa.eu

Candidates are referred to our privacy statement, which explains how ENISA processes personal data in relation to recruitment selections.

8. Equal opportunity

ENISA is an equal opportunities employer and accepts applications without distinction on the grounds of sex, racial or ethnic origin, religion or belief, age or sexual orientation, marital status or family situation. Applications from women and disabled candidates are encouraged. The staff is recruited on the broadest possible geographical basis from among nationals of all Member States of the European Union.

9. Complaints

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 of the European Union and Conditions of employment of other servants of the European Union, within 3 months from the date of notification to the following address:

ENISA Executive Director / To the attention of Head of RD
P.O. BOX 1309
71001 Heraklion, Greece

Should the complaint be rejected, pursuant to Article 270 of the Treaty of 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, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

European Union Civil Service Tribunal
Boulevard Konrad Adenauer
Luxembourg 2925

Please note that the appointing authority does not have the power to amend the decisions of a selection board. The Civil Service Tribunal has consistently held that the wide discretion enjoyed by selection boards is not subject to review by the Civil Service Tribunal unless rules which govern the proceedings of selection boards have been infringed. For details of how to submit an appeal, please consult the website of the European Union Civil Service Tribunal: <http://curia.europa.eu/>

It is also possible to complain to the European Ombudsman pursuant to Article 228 of the Treaty on the Functioning of the European Union as well as the Statute of the Ombudsman and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute.

European Ombudsman
1 Avenue du President Robert Schuman
CS 30403
67001 Strasbourg Cedex
France
<http://www.ombudsman.europa.eu>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging, respectively, a complaint or an appeal with the European Union Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the EU. Please 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.

10. Submission of applications

For an application to be valid candidates **shall**:

- Use the official application form published with this vacancy. The application must be completed in English only and the format of the PDF application must not be changed;
- Send their application within the set deadline by e-mail to:
ENISA-TA18-AD-2018-01@enisa.europa.eu;
- Indicate in the subject of the e-mail: **FAMILY NAME-FIRST NAME-2018-01**

Incomplete applications will be disqualified and treated as non-eligible. Candidates should submit a separate application for each vacancy they want to apply for.



At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.). Candidates are reminded not to wait until the final days before the closing date for applications. The Agency cannot be held responsible for any last-minute malfunction due to any overflow.

Please note that the selection process may take several months. Status of the selection procedures can be consulted at: <https://www.enisa.europa.eu/recruitment/vacancies/status-of-recruitment-procedures>

The **closing date** and time for the submission of applications is:

30 April 2018 (16h00 Heraklion, Greece local time).

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