

## Vacancy Notice

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### MeliCERTes Expert (TA/AD 7)

Ref. ENISA-TA47-AD-2019-03

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

**Please send us your applications by no later than 09/08/2019 at 16:00 (Greece local time)<sup>1</sup>.**

Please note that the filling of this position is conditional on the formal approval by the European Parliament and the Council of the EU and the publication in the EU Official Journal of the Cybersecurity Act.

However, as part of this process a reserve list will be formed that will also be used to identify candidates for any positions that may arise from the existing pool of positions.

### 1. The Agency

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

Since it was set up in 2004<sup>2</sup>, ENISA has been actively contributing to a high level of network and information security (NIS) within the Union, 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 focuses on five main areas:

- 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 organisations, 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.

In addition, proposed in 2017 as part of a wide-ranging set of measures to deal with cyber-attacks and with a view to building strong cybersecurity in the EU, the draft **Cybersecurity Act** includes:

- A permanent mandate for the EU Cybersecurity Agency, ENISA;
- A stronger basis for ENISA in the EU cybersecurity certification framework to assist Member States in effectively responding to cyber-attacks with a greater role in cooperation and coordination at Union level.

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<sup>1</sup> Vacancy notice extension deadline: 09/08/2019. Initial deadline was 10/07/2019.

<sup>2</sup> 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).

ENISA is located in Athens and in Heraklion, Crete, Greece.  
The place of employment for the **MeliCERTes Expert position** 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: <https://www.enisa.europa.eu/>

## 2. Job description

The **Jobholder** will be responsible for the following tasks:

- Management of ENISA infrastructure and information systems lifecycle.
- Ensuring the 24/7 2nd line of support for assigned business applications in close collaboration with the involved parties (Operators, Network Administrators, System Administrators, Service Desk, etc.).
- Receiving, investigating and resolving incidents, problems and service requests related to the application, network, systems within her /his competence and coordinating their resolution.
- Taking appropriate timely actions to proactively ensure the respect of all Service Level Agreements.
- Ensuring the integrity of the release package, that all the documentation is produced or updated, that all components released are described correctly and according to the standards, tested and released as procedures in place required.
- Keeping up-to-date all the systems documentation, including contacting and coordinating the gathering of the required inputs from different parties to ensure the completion of the documentation.
- Preparing in collaboration with the internal specialists and vendors the release packages of the Production Application.
- Maintaining and administering the user environment if required.
- Developing and maintaining software for reporting and dissemination.
- Participating in the reporting on the functioning of the IT systems, contributing to the management of the databases of the IT systems, ensuring that any change is reflected in the appropriate documentation.
- Participating in the definition and execution of tests if required.
- Coaching the Application Administrator Assistants and sharing the knowledge with other internal parties.
- Take on additional responsibilities as required in the interest of the service.

## 3. Qualifications and experience required<sup>3</sup>

### 3.1. Eligibility Criteria

- A level of education which corresponds to completed university studies attested by a diploma<sup>4</sup> when the normal period of university education is four years or more; or

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<sup>3</sup> Candidates must satisfy the qualification and experience required on the closing date for the application.

<sup>4</sup> 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.

- 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 three years;
- In addition to the above, at least 6 years of proven full-time professional experience<sup>5</sup> 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 language<sup>6</sup>.

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 citizen<sup>7</sup>;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post<sup>8</sup>.

### 3.2. Selection criteria

#### High Scoring Criteria (5 points per criterion)

- University degree in Information Systems or a relevant field.
- Proven working experience of at least 3 years in technical team coordination of IT Infrastructure, Network and System operations, preferably within an international and multicultural environment.
- Knowledge and experience with industry-standard IT service management frameworks.
- Knowledge in the following domains: local network administration, firewall administration, system administration, database administration, web server administration, messaging middleware administration, system administration.
- Knowledge and experience in Linux / Unix systems serving as container controllers (Alpine OS or similar).
- Knowledge and experience in Virtualisation technologies and container structures (VMWare, Docker, KVM, Qemu or similar).
- Proven experience in the validation of all test plans and test results (including data migration).
- Experience in applying a structured project management methodology for project activities (e.g. Prince2).
- Previous experience in managing procurements and contracts in the EU public sector.
- Strong communication skills in English, both orally and in writing.

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<sup>5</sup> 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.

<sup>6</sup> Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.

<sup>7</sup> 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.

<sup>8</sup> 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.

#### Low Scoring Criteria (2 points per criterion)

- Knowledge and experience in deployment and release management of open source technology stacks like MISP, VIPER, INTELMOQ.
- Knowledge of high availability solutions, methodologies of IT systems' management and business continuity, including recovery plans .
- Excellent ability to work cooperatively with others, to prioritise and to organise activities/tasks/resources in order to deliver on several projects simultaneously.

#### IMPORTANT:

All high scoring and low scoring criteria are evaluated in order to identify the candidates to be invited for an interview. The top candidates (number of the shortlisted candidates scoring above the threshold to be set by the selection board) will be invited for an interview and written test. 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 competencies.

## 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 written 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 disqualified.

Shortlisted candidates will be asked to undergo a written test of which the candidates will be informed in advance. In addition, all shortlisted candidates might be requested to complete an online personality test. Shortlisted candidates will be required to submit electronically relevant supporting documentation demonstrating their educational qualifications and work experience. It is envisaged that the interviews and written test will take place in **September 2019**. The date might be modified depending on the availability of the Selection Board members. The date might be modified depending on the availability of the Selection Board members. Shortlisted candidates may also be required to provide work-related references upon request of the Agency. 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.

The reserve list will be valid until **31/12/2020** 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 invited to an interview will be informed by e-mail whether or not he/she has been placed on the reserve list. Candidates on the reserve list will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest<sup>9</sup>. 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 requests for information in relation to the competition, including details about candidates' results<sup>10</sup> should be addressed to the following email address [recruitment@enisa.europa.eu](mailto:recruitment@enisa.europa.eu)

## 5. Conditions of Employment

The successful candidate will be recruited as a Temporary Agent, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Union (CEOS), for a period of five (5) years or until the end of the Agency's mandate whichever is the earliest<sup>11</sup>. After the five (5) years, the contract may be renewed for an indefinite period.

The appointment will be in grade AD 7. The step will be determined in accordance with the number of years of experience of the successful candidate.

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 remuneration of staff members consists of a basic salary<sup>12</sup> and where applicable allowances.

The indicative basic monthly salary for grade **AD 7, step 1, is 6,128.51 EUR and 6,386.04 EUR, step 2**. This salary will be weighted by the corrective coefficient applicable to the hosting country of the agency. The current corrective coefficient is 81.8 %, which will be reviewed yearly with retroactive effect from 1 July.

The staff member depending on its personal situation 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) and to family allowances (depending on personal situation) such as household allowance, dependent child

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<sup>9</sup> In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

<sup>10</sup> This request for further information does not influence the timeline for lodging an appeal under Article 90 (2) of Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

<sup>11</sup> New mandate of the Agency Cybersecurity Act expected to be enforced in Quarter 2 of 2019.

<sup>12</sup> 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.

allowance, pre-school allowance. In addition, the successful candidate might be entitled to temporary daily allowance<sup>13</sup>, installation allowance<sup>14</sup> etc.

Other benefits include:

- Special ID card, issued by the Greek Ministry of Foreign Affairs;
- Special car license plates (applicable to certain type of contracts);
- Education allowance;
- Home visit allowance;
- Additional financial support for the education of children “subject to budget availability and conditions”;
- VAT exemption allowance on certain goods for a period of 2 years from the starting date of employment;
- Importation/purchase of 1 or more vehicles depending on the circumstances without taxes of VAT (“special conditions apply”);
- Staff is entitled to annual leave of two working days per each complete calendar month of service plus additional days for the grade, age, home leaves for expatriates and an average of 19 public holidays per year;
- In addition, staff may be granted special leave for certain circumstances such as marriage, birth, adoption of a child, moving, elections, serious sickness of spouse, etc.;
- ENISA staff members benefit of health insurance 24/7 and worldwide by the European Union Joint Insurance Scheme (JSIS);
- 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).
- Where it is considered in the interest of the service, statutory staff may avail of the ENISA teleworking policy and flexible working time arrangements.
- With regard to professional development opportunity to its staff, ENISA provides a wide range of learning and development opportunities.

Further information on working conditions of Temporary staff and Contract staff can be found in the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

## 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 and the Conditions of Employment of Other Servants of the European Union](#).

## 7. Data protection

All personal data shall be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council (OJ L 295, 21.11.2018, p. 39–98) 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

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<sup>13</sup> If staff member is requested to change the residence in order to take up duties, she/he will be entitled to: reimbursement of the travel costs; temporary daily subsistence allowance (43.11 EUR for up to 10 months or 34.76 EUR for 120 days, if no dependents).

<sup>14</sup> The installation allowance is granted (depending on the personal situation) for 1 or 2 months of the basic salary and is paid upon successful completion of the nine months probationary period.

free movement of such 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](mailto:dataprotection@enisa.europa.eu)

Candidates are invited to consult the [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 or she has been adversely affected by a particular decision, he or 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](#), within 3 months from the date of notification to the following address:

Executive Director  
ENISA  
1 Vasilissis Sofias  
Marousi 151 24  
Attica, 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:

Registry  
The General Court  
Rue du Fort Niedergrünwald  
L-2925 Luxembourg  
Luxembourg

Please note that the Appointing Authority does not have the power to amend the decisions of a Selection Board. The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court 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 Court of Justice of the European Union: <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 complaints or for submitting appeals to the General Court pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#). 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 you **shall**:

- Use the PDF application form related to the position you want to apply. The form is available on ENISA career website. The format of **the PDF application must not be changed** and filled accordingly to the instructions. It is **highly recommended** to submit the application in English language, which is the working language of ENISA.
- Send your application within the set deadline.
- The form must be named as follows: **FAMILY NAME-FIRST NAME-2019-03**

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.** Applications sent after the deadline and PDF forms that are not related to the position will not be considered.

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:

**09/08/2019 (16h00 Greece local time).**

Published on ENISA website: 10/06/2019