

The European GNSS Agency (GSA) provides university students and graduates with a unique and first-hand experience of the workings of the GSA, in particular, and of the EU institutions in general.

“ICT Department Traineeship - Helpdesk”

1. Description of the traineeship

The European GNSS Agency (GSA) announces a traineeship opportunity for students and graduates in Europe. The traineeship shall aim principally to aid in supporting the daily operations of the ICT department, in particular assisting in tasks related to the ICT Helpdesk service.

The traineeship shall be based at the GSA headquarters in Prague 7, Janovskeho 438/2, Czech Republic and shall last preferably from **01 February 2016** to **31 July 2016**.

The traineeship contract shall be concluded for 6 months, which may be extended for further 3 months (maximum twice) or further 6 months (maximum once). The maximum duration of the contract is therefore 12 months; however the GSA reserves the right to conclude individual contracts according to which the traineeship commencement/end will deviate from the above dates specified.

The trainee will be expected to carry out the following duties under supervision:

- Daily operation of a first-line helpdesk (phone, e-mail): receiving and answering calls from the users, first quick assessment of the situation and either relay of the problem to a system administrator or take action by themselves
- Direct assistance to the end users, all kinds of troubleshooting and practical advice
- Manage ticket queue to document and process user requests
- Support users in videoconferencing services, including maintenance of meeting rooms IT equipment
- Installation and configuration of user workstations
- Connection of network cables in the building
- Managing and servicing printers
- In-depth testing and deploying of computers and/or applications

The trainee(s) will work with the following technologies:

- Windows 7-based user environments
- SharePoint 2010/2013
- Exchange 2010
- Microsoft Lync 2013
- Symantec security tools
- Mobile telephones and tablets (iOS, Windows Phone 8)
- VPN, certificates, data encryption

2. Admission and selection criteria

The traineeship is open to applicants who have not previously undertaken a traineeship at the GSA and who meet the following requirements:

A. Admission criteria

- Nationality of any Member State of the European Union and Norway;
- Possess or pursue a recognised post-secondary or higher education degree (university education or equivalent), evidencing completion of a full cycle of study, or in the case of candidates who are at the end of their studies, an official attestation from their university or school stating the marks obtained;
- Some initial experience in one of the areas of work of the Agency obtained either through specialisation as part of the applicant's studies, a dissertation or other research project conducted as part of their studies or through professional experience or a previous traineeship or otherwise;
- Thorough knowledge of English, both spoken and written and a satisfactory knowledge of another language of the European Union;
- A clean criminal record.

B. Selection criteria

- Experience of work or study in the area of Informatics, IT technologies or related areas;
- Technical skills relevant for helpdesk tasks;
- Good knowledge of IT applications and operating systems (especially Microsoft technologies – Windows, Office);
- Ability to work under pressure and adapt to changing environment;
- Good communication skills;
- Good time management skills and proactivity;
- Ability to work in a team.

3. Application Procedure

Candidates must submit their application electronically. The application has to be composed of a duly signed **CV Europass format**¹ (in English) and a motivation letter (maximum one page).

Applications must be sent to jobs@gsa.europa.eu by **11 January 2016 at 23:59**² and the subject title noted by applicants should include "**SURNAME Name Helpdesk Traineeship**".

Candidates are requested to send their application in English, the working language of the GSA.

¹ <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>.

² Candidates are reminded not to wait until the final days before the closing date of applications' submissions. The Agency cannot be held responsible for any last-minute malfunction due to any overflow of the mailbox.

Only complete applications containing the above mentioned documents and sent within the deadline will be taken into consideration.

Eligible candidates meeting the admission criteria shall be selected on the basis of their application. The ICT Department shall assess the eligible applications and select those best matching the selection criteria and the profile required for this traineeship. On this basis, the best admissible candidates may be invited for an interview which may include other appropriate testing. Candidates will be contacted by phone and will be sent the invitation by email. Travel expenses to interviews will not be reimbursed by the Agency.

Before the commencement of the traineeship, the candidate will be required to provide the following documents:

- proof of nationality;
- diplomas, academic qualifications, employment certificates, professional references, etc. needed to prove s/he satisfies the admission criteria;
- an excerpt from police records;
- a medical certificate confirming that s/he is fit for work and free of any contagious diseases;
- documents showing that the trainee has public or private cover for accident insurance and sickness insurance against health risks for the entire duration of the traineeship period;
- a statement indicating whether the trainee is in receipt of a grant or other subsistence allowance from another source and if so, the amount of these grants or allowances.

4. Conditions of the traineeship

The traineeship is awarded by a monthly grant for full-time traineeship equivalent to € 1.000,00³.

If the traineeship is part-time, the grant shall be proportionate. Trainees shall be responsible for organizing their own sickness insurance against health risks and their own accident insurance.

For detailed information about rights and obligation related to traineeships, please refer to the *Decision of The Executive Director on the Rules governing the Traineeship Scheme of the European GNSS Agency*⁴.

5. Data Protection

The purpose of processing of the data submitted by candidates is to manage each application in view of selection and recruitment as a trainee at the GSA. The personal information requested from applicants will be processed in line with Regulation (EC) N°45/2001 of the European Parliament and of the Council of 18th December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

³ The official European Commission rates will automatically apply for grants paid in non-Euro accounts. All bank charges for incoming payments shall be carried by the trainee.

⁴ [GSA/H R/2015/2 11965](#).