



European Global Navigation Satellite Systems Agency

For more information on GSA please consult our website:

<http://www.gsa.europa.eu/gsa/overview>

The European Global Navigation Satellite Systems Agency (GSA) has set up a selection procedure that aims to establish a reserve list for:

Operations Analyst

(Vacancy Reference Number: GSA/2016/540)

Date of Publication:	30/09/2016	Deadline for applications:	27/10/2016 23:59 hours (CET)
Type of Contract:	Temporary Agent	Grade/Function Group:	AD7
Place of employment¹:	Saint-Germain-en-Laye (France) with possible relocation to other GSA sites or local office (according to operational needs)		
Contract Duration²:	5 years with possibility of renewal	Desired Start Date:	As soon as possible
Organisational Department:	GSMC Department subject to reassignment or reorganisation	Reporting to³:	GSMC Operations Manager
Number of vacant posts to be filled:	1 post and establishment of a reserve list	Possible reserve list valid until:	31/12/2017 with possibility of extension
Level of security clearance⁴:	SECRET UE / EU SECRET		

¹ The **place of employment** of the Staff Member shall be at the offices of the Agency in Saint-Germain-en-Laye, France, subject to changes in the interest of the service and always under due consideration of the Staff Member's interests.

² **Five-year contract** with the possibility of a renewal for a fixed period and a further renewal for indefinite period on the conditions set out in the Staff Regulations and in the Conditions of Employment for Other Servants.

³ The hierarchical **reporting line** may change in line with the developments of the GSA and department's organisation.

⁴ The successful candidate must hold a valid **personnel security clearance** at the above defined EU level or be able and willing to apply for a security clearance immediately after the contract award. The procedure for obtaining a personnel security clearance shall be initiated on request of the employer only, and not by the individual candidate.



1. GALILEO SECURITY MONITORING CENTRES (GSMC)

GALILEO

Galileo is the European Union's future autonomous Global Navigation Satellite System (GNSS) which will be interoperable with other existing GNSS systems, in particular the United States' Global Positioning System (GPS).

The main services that have already been specified for GALILEO are the following:

- Open Service (OS) shall provide position and timing signals, free of user charge. Performance will be competitive with, but complementary to GPS to enable dual constellation usage.
- Public Regulated Service (PRS). This service provides position and timing to specific government-designated users requiring a high continuity of service. Access to this service will be controlled with encryption of the space signals and usage of approved receivers that have the signal decryption keys.
- Search and Rescue Services (SAR). Galileo will improve the time to detection and the accuracy of location of distress beacons over the current Search and Rescue services provided by COSPAS-SARSAT. It will also provide an acknowledgement to the user of receipt of the distress message.

GSMC

The Galileo Security Monitoring Centre (GSMC) will be the hub of European GNSS security. It has the mission to provide a secure EU facility that offers a secure method for PRS users to interact with the Galileo System Operator. This will simplify the operation of the Galileo system and provide assurance to PRS users that sensitive information related to their use of Galileo is suitably managed and protected. The GSMC also coordinates the implementation of Joint Action instructions received from the EU SitCen (Situation Centre).

More information is available at: <http://www.gsa.europa.eu/security/gsmc>

The operation of the GSMCs within the Galileo system is responsibility of the GSA. It will be required to deliver the following specific missions:

- Management of PRS access
- Galileo security monitoring
- Response to European GNSS crisis and security events
- Provision of European GNSS security expertise and analysis

The GSMC is composed of three teams working under the leadership of the GSMC Manager: the Operations Team, the Technical Team, and the Administrative Team.

The Operations Team is a team of 17 staff members working under the supervision of the GSMC Operations Manager. Its primary missions are to design, engineer and execute GSMC operations in support of the provision of Galileo Security Service and the Public Regulated Service.

Location:

The GSMC building facilities and Galileo related information technology equipment are positioned at two sites:

- GSMC FR: located in Saint-Germain-en-Laye, France. The GSMC has a dedicated building and area. The site itself is situated within the military base of "Camps des Loges". The GSMC FR is the main site of the GSMC Operations.
- GSMC UK: located in Swanwick, the United Kingdom. The GSMC is part of a building of NATS (UK's air traffic control operator). The GSMC UK is a backup site for the GSMC Operations.

The post holders will be primarily located at the GSMC FR site as this is the primary PRS operations site.



2. TASKS AND RESPONSIBILITIES

The Operations Analyst reports to the GSMC Operations Manager. His/her main areas of responsibility are supporting GSMC Security Monitoring and PRS Access operations by using his/her expertise and operational tools to support decision taking.

The tasks and responsibilities shall in principle include (without limitation):

- Providing advice and expertise to current GSMC Operations, external stakeholders such as Member States and European Institutions, and to Galileo Crisis Management. This will include suggesting courses of action and providing advice on the impact of various proposed options during Crisis Management of the Galileo System
- Analysing GSMC operational data and providing summary reporting in line with the GSMC operations reporting plan (e.g. drafting weekly / monthly reports)
- Conducting studies and trend analysis in support of GSMC operations or service provision, to identify improvements or optimisations to GSMC operations and to contribute to the GSMC service reporting
- Developing and maintaining the necessary tools, databases and models which in turn will enable to proactively provide advice and assist in planning during crisis response
- Ensuring the organisation of GSMC operations, including the availability of operators, coordinating the availability of infrastructure and GSMC business continuity planning
- Closely working with the operations engineering team to develop new requirements and operational scenarios and to optimise existing ones
- Act as the project officer for external support work packages designed to enhance the GSMC's capability

With a view to optimise the usage of resources in the event of a crisis, any GSMC Operational Analyst might be requested by the on-shift operators or the GSMC Operations Manager to work on shift and provide operations support in the form of expertise and advice on the course of action to be followed during particular events or activities. The required training related to this role will be organised by the GSA and the GSMC Operational Analyst will need to have passed the relevant operational training and evaluations for both roles in order to remain qualified for the post. This is expected to be activated only during crisis periods and when additional front line operators are not available.

The GSMC Operational Analysts may be required to participate to an "on call" duty roster in line with the GSA's applicable on call duty rules.

Frequent missions and temporary detachments to the UK GSMC Site (Swanwick), and occasional ones to other European locations are foreseen for this post.



3. PROFESSIONAL QUALIFICATIONS AND OTHER REQUIREMENTS

A. ELIGIBILITY CRITERIA

The selection procedure is open to applicants who satisfy the following eligibility criteria, on the closing date for application:

1. A level of education which corresponds to completed university studies⁵ attested by a diploma 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 at least one year of appropriate professional experience when the normal period of university education is three years
2. In addition to the above, appropriate professional experience⁶ of at least **six years**
3. Be a national of a Member State of the European Union or Norway
4. Be entitled to his or her full rights as citizen
5. Have fulfilled any obligations imposed by the applicable laws concerning military service
6. Meet the character requirements for the duties involved⁷
7. Have a thorough knowledge of one of the languages of the European Union⁸ and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties
8. Be physically fit to perform the duties linked to the post⁹

⁵ Only study titles that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.

⁶ Only appropriate professional experience acquired after achieving the minimum qualification stated in A.1 shall be considered. Where additional periods of training and study are accompanied by periods of professional activity, only the latter shall be considered as professional experience. Compulsory military service or equivalent civilian service accomplished after achieving the minimum qualification stated in A.1. shall be taken into consideration. Internships will be taken into consideration if they are paid. Professional activities pursued part-time shall be calculated pro rata, on the basis of the percentage of full-time hours worked. A given period may be counted only once.

⁷ Prior to the appointment, the successful candidate will be asked to provide a Police certificate confirming the absence of any criminal record.

⁸ The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, Swedish.

⁹ Before a successful candidate can be appointed, s/he will be medically examined by a selected medical service so that the Agency will be satisfied that s/he fulfils the requirement of Article 28(e) of the Staff Regulation of Officials of the European Union.

B. SELECTION CRITERIA

All eligible applications, according to the afore-mentioned criteria (part A), will be assessed against the requirements listed below.

The Selection Board responsible for this selection will determine the criteria to be assessed in the various phases of the selection procedure (assessment of the application forms, interview and written test) prior to being granted access to the names of the applicants. At least all essential criteria will be assessed during the applications evaluation phase.

Please note that non-compliance with at least one of the Essential requirements (B.1) will result in the exclusion of the candidate from the selection process.

Advantageous requirements (B.2) constitute additional assets and will not result in exclusion, if not fulfilled.

1) Essential qualifications and experience

- i. University degree in a relevant field (engineering, informatics, mathematics, exact sciences, etc.)
- ii. Experience in developing and/or managing operational tools, products or models in a service based environment
- iii. Experience in the analysis of design documents or data to spot trends, identify issues and promote relevant scenarios or in statistical and modelling techniques to predict the performance and impact of changes on complex systems
- iv. Experience of supporting operations, providing support to frontline operators or stakeholders to analyse operational incidents or anomalies
- v. Excellent command of both written and spoken English

2) Advantageous qualifications and experience

- vi. Experience of operational scenario development, simulation and validation
- vii. Experience of developing a framework for providing technical advice to external stakeholders
- viii. Knowledge (by training and/or experience) of the Galileo System and PRS design
- ix. Knowledge (by training and/or experience) of Cyber Security and Cyber Incident Management

3) Behavioural competences

- x. Motivation
- xi. Excellent communication skills
- xii. Working with others in a politically sensitive/multi-cultural environment
- xiii. Stress management and flexibility
- xiv. Prioritising and organising



4. SELECTION PROCEDURE

The selection procedure includes the following steps:

- After registration, each application will be checked in order to verify that it meets the eligibility criteria.
- All eligible applications will be evaluated by a Selection Board based on the selection criteria defined in this vacancy notice.
- The best-qualified candidates, those who obtained the highest number of points within the evaluation, will be short-listed for an interview. The minimum threshold is 65% of the total points.
- During the interview, the Selection Board will examine each candidate's profile and will assess their relevancy for this post. In order to support the evaluation via interview, shortlisted candidates will be required to undergo a computer-based written tests relevant to the job content (the minimum threshold for this test is 50% of the total points allocated for it) and to complete part of the process in their second EU language. All candidates short-listed for an interview will also be requested to complete an online Business Attitude Questionnaire.
- Candidates will be requested to bring with them on the day of the interview photocopies of all the supporting documents for their educational qualifications and employment necessary to prove that they meet the eligibility criteria. GSA has the right to disqualify applicants who fails to submit all the required documents.
- As a result of the interviews, the Selection Board will recommend the most suitable candidate(s) for this post to be placed on a reserve list. The minimum threshold to be placed on the reserve list is 65% of the total points.
- The best ranked candidates will be invited for an interview with the Appointing Authority. The interview will focus on the overall suitability of the candidate for the post covering motivation, relevant technical and behavioural competencies, in line with the selection criteria established in the vacancy notice.
- The Appointing Authority will ultimately decide on the successful candidate to be appointed to the post.
- The established reserve list may also be used for recruitment of similar posts depending on the Agency's needs. Where a similar post becomes available, the Appointing Authority may select applicants from the list according to their profile in relation to the specific requirements of the post to be filled. However, inclusion on the reserve list does not guarantee recruitment.
- If, at any stage of the procedure, it is established that any of the information the candidate provided is incorrect, the candidate in question will be disqualified.

Indicative date for the interview and written test¹⁰:	November/December 2016
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Candidates are strictly forbidden to make any contact with the Selection Board members, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection procedure.

¹⁰ The date might be modified depending on the availability of the Selection Board members.



5. APPLICATION PROCEDURE

For applications to be considered valid, candidates must submit an email to jobs@gsa.europa.eu with a subject line of 'SURNAME_Name_Vacancy Reference Number' and which contains the Agency's approved application form (Download it here: <http://www.gsa.europa.eu/gsa/job-opportunities>).

This form must be:

- Completed in English
- Fully completed, pointing out the professional experience relevant to this position (incl. calculation of years, months)
- Printed, signed and clearly scanned in (in one single document)
- Named as follows: SURNAME_Name_Vacancy Ref. number (e.g. SPENCER_Marc_GSA.2016.123)

The application will be rejected if it is not duly completed and signed.

Further supporting documents showing evidence of the information given in the application will be requested at a later stage.

No documents will be sent back to candidates.

Applications must be sent to jobs@gsa.europa.eu and received by the deadline listed on page 01 of this vacancy notice at the latest, clearly indicating the vacancy reference number in the subject line.

Applications sent after the deadline will not be considered.

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.

6. APPEAL PROCEDURE

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 Communities and Conditions of employment of other servants of the European Communities, at the following address:

European GNSS Agency (GSA)
Human Resources Department
Janovského 438/2
170 00 Prague 7
Czech Republic

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure starts to run from the time the candidate is notified of the action adversely affecting him/her.



- submit a judicial appeal under Article 270 of the Treaty on the Functioning of the EU (ex Art. 236 of the EC Treaty) and Article 91 of the Staff Regulations of Officials of the European Communities to the:
European Union Civil Service Tribunal
Boulevard Konrad Adenauer
Luxembourg 2925
LUXEMBOURG

For details of how to submit an appeal, please consult the website of the European Union Civil Service Tribunal: http://curia.europa.eu/jcms/jcms/Jo1_6308/. The time limits for initiating this type of procedure (see Staff Regulations as amended by Council Regulation (EC) No 723/2004 of 22 March 2004, published in Official Journal of the European Union L 124 of 27 April 2004 — <http://eur-lex.europa.eu>) start to run from the time you become aware of the act allegedly prejudicing your interests.

- make a complaint to the European Ombudsman:

European Ombudsman
1 avenue du Président 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 Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the EU (ex Art. 236 TEC). 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.



7. SUMMARY OF CONDITIONS OF EMPLOYMENT

I. FINANCIAL ENTITLEMENTS

The remuneration consists of a basic salary¹¹ and, where applicable, additional allowances¹², paid on a monthly basis and reimbursements¹³, paid upon their evidenced occurrence.

The sum of the basic salary and the applicable additional allowances is weighted by the correction coefficient applicable for the location of the post¹⁴. The sum of usual social deductions from salary at source is subtracted from the weighted amount¹⁵. The full pay is exempted from the national income tax, but is subject to the internal income tax and the solidarity levy¹⁶.

Examples of net monthly salaries (as currently applicable in Saint-Germain-en-Laye, France) are presented below:

AD7 (less than 9 years of work experience) ¹⁷		
a) Minimum final net salary (without any allowances)	b) Final net salary with expatriation allowance	c) Final net salary with expatriation, household and 1 dependent child allowance
5,058.79 EUR	6,112.63 EUR	7,180.27 EUR

II. LEAVE ENTITLEMENTS

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 16 GSA public holidays per year.

Special leave is granted for certain circumstances such as marriage, moving, elections, birth or adoption of a child, serious sickness of spouse, etc.

III. SOCIAL SECURITY

The pension scheme provides a very competitive pension after a minimum of 10 years of service and reaching the pensionable age. Pension rights acquired in one or more national schemes before starting to work at GSA may be transferred into the EU pension system.

¹¹ As per Articles 92 and 93 CEOS.

¹² **Household allowance** (e.g. if you have a dependent child or you are married and your spouse's income is below a defined threshold); **Dependent child allowance** (e.g. if you have a child under the age of 18 or between 18 and 26, if in specified training programme); **Education allowances** (in very specific cases) or **Payment of the education fees** applicable to the educational institutions GSA has an agreement with (currently more than 17 international schools in the Czech Republic and France); **Expatriation allowance** (16% of the sum of basic salary and other applicable allowances).

¹³ If staff member is requested to change the residence in order to take up duties, s/he will be entitled to: **reimbursement of the travel costs**; **temporary daily subsistence allowance** (e.g. EUR 40.43 for up to 10 months or EUR 32.59 for 120 days, if no dependents); **installation allowance** (depending on personal situation, 1 or 2 months of the basic salary – paid upon successful completion of the nine- months probationary period).

¹⁴ Currently correction coefficients for the GSA duty locations are: 73.4% for CZ, 114.6% for FR, 166.9% for UK, 106% for Munich, 99.4% for IT, 90.2% for ES, 107.8% for NL. The coefficient is updated every year, with retroactive effect from 1 July.

¹⁵ Pension (10.10%); health insurance (1.70%); accident cover (0.10%); unemployment insurance (0.81%).

¹⁶ Currently: income tax: tax levied progressively at a rate of between 8% and 45% of the taxable portion of the salary; solidarity levy: 6%.

¹⁷ Kindly note that the numbers in examples b) and c) are indicative and net monthly remuneration varies depending on the personal, life and social situation of the incumbent. **The various components of the remuneration are updated every year, with retroactive effect from 1 July.**



GSA's benefits include an attractive Health insurance: staff is covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, accident and occupational disease, and could be entitled to unemployment and to invalidity allowances.

IV. PROFESSIONAL DEVELOPMENT AND BENEFITS CONTRIBUTING TO WORK-LIFE BALANCE

GSA aims at creating and maintaining a supportive and healthy work environment that enables staff members to have balance between work and personal responsibilities, for example through flexible working time arrangements.

GSA also offers a wide range of training courses to develop staff members' personal skills and keep in touch with the latest developments in their field. The training and professional development opportunities are attuned to the career plan and requirements of the departments.

8. COMMITMENT

Declaration of commitment to serve the public interest independently:

The jobholder will be required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to any interest that might be considered prejudicial to his/her independence.

The jobholder will be required to carry out his/her duties and conduct him/herself solely with the interests of the European Union in mind; he/she shall neither seek nor take instruction from any government, authority, organisation or person outside his/her institution. He/she shall carry out the duties assigned with objectivity, impartiality and loyalty to the European Union.

Commitment to promote equal opportunities:

The Agency is an equal opportunities employer and strongly encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction whatsoever on grounds of nationality, age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities, marital status or other family situation.



9. DATA PROTECTION

The personal information GSA requests from candidates will be processed in line with Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 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.

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF>

The purpose of processing personal data which candidates submit is to manage applications in view of possible pre-selection and recruitment at GSA. All personal data collected will only be used for this purpose and will in no case be transmitted to any third party. Any data provided will be treated in the strictest confidence and with high standards of security.

Applicants' documents will only be kept for as long as it is mandatory to fulfil the requirements of existing auditing/control procedures applicable to GSA.

Applicants have a right to access their data. They have a right to update or correct at any time their identification data. On the other hand, data demonstrating compliance with the eligibility and selection criteria may not be updated or corrected after the closing date for the respective selection procedure.

Applicants are entitled to have recourse at any time to the European Data Protection Supervisor (<http://www.edps.europa.eu>; EDPS@edps.europa.eu) if they consider that their rights under Regulation (EC) No 45/2001 have been infringed as a result of the processing of their personal data by the GSA.