



## 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:

### Commercial and High Accuracy Service Manager

(Vacancy Reference Number: GSA/2018/937)

<b>Date of Publication:</b>	12/06/2018	<b>Deadline for applications:</b>	11/07/2018 11:59 am (GMT+2)
<b>Type of Contract:</b>	Temporary Agent	<b>Grade/Function Group:</b>	AD8
<b>Place of employment<sup>1</sup>:</b>	Prague (Czech Republic)		
<b>Contract Duration<sup>2</sup>:</b>	5 years with possibility of renewal	<b>Desired Start Date:</b>	As soon as possible
<b>Organisational Department:</b>	Galileo Services Department subject to reassignment or reorganisation	<b>Reporting to<sup>3</sup>:</b>	Galileo Service Manager
<b>Number of vacant posts to be filled:</b>	1 post and establishment of a reserve list	<b>Possible reserve list valid until:</b>	31/12/2019 with possibility of extension
<b>Level of security clearance<sup>4</sup>:</b>	SECRET UE / EU SECRET		

<sup>1</sup> The **place of employment** of the Staff Member shall be at the offices of the Agency in Prague, Czech Republic, subject to changes in the interest of the service and always under due consideration of the Staff Member's interests.

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

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

<sup>4</sup> 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. THE GSA AND THE GALILEO SERVICES DEPARTMENT

The European GNSS Agency (GSA) is responsible for the operations and service provision for the European Global Navigation Satellite Systems (GNSS) EGNOS and Galileo. By developing a new generation of GNSS, Europe is laying the foundation for new high-technology industry development, leading to job creation and economic growth. These European flagship space programmes, which embody what can be achieved when Europe works together, are already bringing real benefits to people and business in Europe and around the world.

The GSA's core mission is to ensure that European citizens get the most out of Europe's satellite navigation programmes. The Agency does this by:

- Designing and enabling services that fully respond to user needs, while continuously improving the European GNSS services and infrastructure
- Managing the provision of services that ensure user satisfaction in the most cost efficient manner
- Engaging market stakeholders to develop innovative and effective applications, value-added services and user technology that promote the achievement of full European GNSS adoption
- Ensuring that European GNSS services and operations are thoroughly secure, safe and accessible

The GSA is operated and supported by a multicultural team of professionals with interdisciplinary expertise working to ensure that the end-user is kept at the centre of Galileo and EGNOS.

Underpinning these efforts is the Galileo Services department which is in charge of managing the exploitation phases of the Galileo Programme, and in particular will:

- Manage the execution of the Galileo exploitation phase in compliance with the European Commission (EC) - GSA delegation agreements, controlling the associated schedule, costs and risks
- Analyse, define and implement the Galileo exploitation concept
- Manage the Galileo infrastructure operations, maintenance, protection, on-going improvement and evolutions activities, through associated contracts and/or working arrangements
- Manage the standardisation activities associated with the Galileo Programme
- Manage the operational interfaces and services provision to the Galileo users
- Liaise with the GSA Market Development Department for the services adoption and continuous improvement of the Galileo use
- Liaise with the GSA Security Department and Security Accreditation Board for ensuring the accreditation of the Galileo systems and services
- Liaise with the relevant authorities to ensure certification of the Galileo systems and services
- Liaise with the EC and ESA for all matters dealing with the Galileo exploitation-related activities

The Galileo exploitation phase started with the provision of the so-called Initial Services in 2016, followed by the Galileo Systems infrastructure transferred from European Space Agency (ESA) to the GSA through EC mid-2017. The services provision is managed directly by the GSA. The Galileo deployment is planned to be completed in parallel to the exploitation phase by 2020, when the full services will be declared (FOC).

For more information on the GSA and the European satellite navigation programmes, click [here](#).



## 2. TASKS AND RESPONSIBILITIES

The Commercial and High Accuracy Service Manager contributes actively to the fulfilment of the Agency's responsibilities related to the implementation, supervision, development and evolutions of the Commercial and High Accuracy services. His/her main tasks and responsibilities shall in principle include (without limitation):

Activities related to the implementation of the high accuracy service (from now until 2019)

- Coordinate activities transversally across GSA related to the implementation of the high accuracy service:
  - Manage the interface with the stakeholders, notably European Commission (EC) and European Space Agency (ESA)
  - Lead the service implementation process and all related activities (e.g. procurements) from the operational perspective, in close coordination with teams across the agency
  - Contribute to the Service Development, Deployment and Validation Plan from the high accuracy service perspective
  - Coordinate and actively prepare the technical and service documentation for the service, such as service implementation plan
  - Contribute to the management and conduction of service validation activities to ensure Services delivery
  - Define service level commitments and prepare service declaration
  - Foster user segment market matters, needs and adoption incentives projects, in liaison with the Market Development Department

Activities related to the management of the high accuracy service and to the implementation of the commercial authentication service (from 2019 onwards)

- Define current and future Galileo high accuracy services levels commitments, ensuring coordination with other GNSS Service Providers
- Coordinate activities related to provision of the high accuracy service:
  - Services security matters and needs
  - Coherency with EGNOS services development activities
  - User segment market matters, needs and adoption incentives projects, in liaison with the Market Development Department
  - Validate regularly the commercial and high accuracy services performance report released by GSA
  - Ensure regular up-to-date maintenance of the high accuracy Service Definition Document (SDD) with evolution of performances
- Ensure that the high accuracy service delivered to the users is compliant with the targets documented in the respective SDD and manage the deviations
  - Contribute and validate the performance report to EC through the monthly performance reports from Operations and other inputs
  - Contribute to review the monthly KPI reports and cross-check results with other sources
  - Perform near-real time impact analysis on the open service in the specific context of service incident
  - Contribute to review the KPI Monitoring and Management Plans, ensuring compliance of GSA with relevant requirements/obligations stemming from SDD
  - Participate as a member to the monthly / quarterly service performance reviews / meetings
  - Organise the Service Exploitation Review in coordination with the other services managers
- Drive evolutions and improvements of the high accuracy service
  - Maintain the Service Development, Deployment and Validation Plan



- Define and document the service evolution roadmaps and associated service implementation plans
- Prepare service declarations for the service evolutions
- Contribute to the management and conduction of service validation activities to ensure Services delivery
- Contribute to the definition, procurement and acceptance of evolutions of the Galileo Service Facilities for the scope of the high accuracy service
- Contribute to the system design review identifying short-coming/weak points and proposing remedial actions
- Coordinate activities transversally across GSA related to implementation of the commercial service:
  - Manage the interface with the stakeholders, notably EC and ESA
  - Lead the service implementation process from the operational perspective, in close coordination with teams across the agency
  - Coordinate and actively participate in the production of technical tender documentation
  - Contribute to the Service Development, Deployment and Validation Plan from the commercial service perspective
  - Prepare all the relevant service documentation, such as service implementation plan
  - Contribute to the management and conduction of service validation activities to ensure Services delivery
  - Define service level commitments and prepare service declaration
  - Foster user segment market matters, needs and adoption incentives projects, in liaison with the Market Development Department
- Participate as representative of the commercial and high accuracy service, to the boards managing Galileo program schedule, risks, services performances
- Support the Galileo programme in other service management tasks as necessary, e.g. concerning search and rescue service and/or commercial service
- Contribute to other tasks of the Agency as necessary



### 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 studies<sup>5</sup> 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 experience<sup>6</sup> of at least **nine years** after obtaining the required diploma
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 involved<sup>7</sup>
7. Have a thorough knowledge of one of the languages of the European Union<sup>8</sup> 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 post<sup>9</sup>

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<sup>5</sup> 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.

<sup>6</sup> 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.

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

<sup>8</sup> 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.

<sup>9</sup> 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 any of the essential requirements (B.1) may 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 requirements**

- i. University degree in the exact sciences, such as engineering, physics, mathematics and/or computer science
- ii. Experience relevant to the tasks and responsibilities described
- iii. Experience in space systems in an international environment
- iv. Experience in project management
- v. Excellent knowledge of written and spoken English

### **2) Advantageous requirements**

- vi. Experience in space-based services
- vii. Experience in planning and implementing systems and/or services evolutions
- viii. Experience and/or knowledge of Global Navigation Satellite Systems / Galileo, preferably with knowledge in high accuracy and/or authentication

### **3) Behavioural competencies**

- ix. Motivation
- x. Leadership with a result oriented approach
- xi. Cooperative, practical, solution-driven and service-oriented attitude
- xii. Communications and negotiation skills
- xiii. Ability to manage stress, to prioritise and to take appropriate and timely decisions



#### 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 candidates whose applications rank among the best-qualified in accordance with the selection criteria, may be contacted in order to verify (through an oral or written test) their studies, professional experience and/or other knowledge and competencies as indicated in their application form. This contact would be an intermediate step in pre-selecting the most suitable candidates. It does not however entitle candidates to be invited for an interview. 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 test 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 may also be requested to complete an online Business Attitude Questionnaire.
- Candidates will be requested to send prior to the interview day copies 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 test<sup>10</sup>:**

August/September 2018

**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.**

<sup>10</sup> 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](mailto:jobs@gsa.europa.eu) with a subject line of 'SURNAME\_Name\_Vacancy Reference Number' 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 one single document)
- Named as follows: SURNAME\_Name\_Vacancy Ref. number (e.g. SPENCER\_Marc\_GSA.2018.123)

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](mailto: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/](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 salary<sup>11</sup> and, where applicable, additional allowances<sup>12</sup>, paid on a monthly basis and reimbursements<sup>13</sup>, 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 post<sup>14</sup>. The sum of usual social deductions from salary at source is subtracted from the weighted amount<sup>15</sup>. The full pay is exempted from the national income tax, but is subject to the internal income tax and the solidarity levy<sup>16</sup>.

Examples of net monthly salaries (as currently applicable in Prague) are presented below:

<b>AD8 - Step 1 (less than 12 years of work experience)<sup>17</sup></b>		
<b>a) Minimum final net salary (without any allowances)</b>	<b>b) Final net salary with expatriation allowance</b>	<b>c) Final net salary with expatriation, household and 1 dependent child allowance</b>
<b>4,037.91 EUR</b>	<b>4,892.08 EUR</b>	<b>5,695.58 EUR</b>

<b>AD8 - Step 2 (more than 12 years of work experience)<sup>17</sup></b>		
<b>b) Final net salary with expatriation allowance</b>	<b>c) Final net salary with expatriation, household and 1 dependent child allowance</b>	<b>c) Final net salary with expatriation, household and 1 dependent child allowance</b>
<b>4,179.98 EUR</b>	<b>5,069.95 EUR</b>	<b>5,886.86 EUR</b>

### 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.

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.

<sup>11</sup> As per Articles 92 and 93 CEOS.

<sup>12</sup> **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).

<sup>13</sup> 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 39.48 for up to 10 months or EUR 31.83 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 a nine month probationary period).

<sup>14</sup> Currently correction coefficients for the GSA duty locations are: 78.3% for CZ, 114.8% for FR, 133.5% for UK, 108.3% for NL. The coefficient is updated every year, with retroactive effect from 1 July.

<sup>15</sup> Pension (9.8%); health insurance (1.70%); accident cover (0.10%); unemployment insurance (0.81%).

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

<sup>17</sup> 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.**



## 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](mailto: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.