

The European GNSS Agency (GSA) provides university students and graduates with a unique and first-hand experience in the working environment of the European Navigation Satellite Systems, and of the EU institutions in general.

“ICT Department Helpdesk Traineeship”

1. Description of the traineeship

The GSA announces a traineeship opportunity for European students and graduates. The trainee will support the daily operations of the ICT Department of the Agency.

The traineeship will take place at the GSA headquarters in Janovskeho 438/2, Prague 7, Czech Republic and shall last preferably from **1 December 2018 to 31 May 2019**. 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. The GSA reserves the right, however, 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, 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
- Knowledge in Asset management and in Project management will be considered as an advantage

The trainee 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 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 or specific expertise in one of the areas of work of the Agency obtained either through specialisation as part of the applicant's studies for a university degree, 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 or studies in the area of Informatics, IT technologies or related areas
- Relevant technical skills for independently completing helpdesk tasks
- Good knowledge of IT applications and operating systems (especially Microsoft technologies – Windows, Office)
- Motivation
- Good communication skills
- Ability to work in a team
- Ability to work under pressure and adapt to changing environment
- Good time management skills and proactivity

3. Application Procedure

Candidates must submit their application electronically. Their application must be composed of a signed **CV in Europass format¹ and a motivation letter** (maximum one page).

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

Applications must be sent to jobs@gsa.europa.eu and received by **15 October 2018 at 11:59 am (GMT+2)²** and the subject title of the email should include **"SURNAME Name ICT Traineeship"**.

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.

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.

GSA applies equal opportunities and accepts applications without distinction on the grounds of age, race, political, philosophical or religious conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

4. Selection Procedure

The Head of the ICT department will nominate the department's evaluators to carry out the selection of the most suitable candidates. The evaluators will assess the admissible applications and select those best matching the selection criteria required for this traineeship. The best admissible candidates may be invited for a phone/video interview which may include other appropriate testing.

Engagement for a traineeship will be decided by the Agency's Executive Director on the basis of a list of suitable candidates proposed by the evaluators. The established list may be used for other similar traineeships depending on the Agency's needs.

All applicants will be informed about the outcome of their application. If an application is unsuccessful, candidates may re-apply to future vacancies for which they satisfy the criteria.

Applicants have the right to file a complaint to the European Ombudsman³ or send an application to the General Court of the European Union⁴, should they consider they have been adversely affected by a particular decision.

If at any stage during the procedure it is discovered that any of the information a candidate has provided is incorrect, the candidate in question will be disqualified.

5. Conditions of the traineeship

Trainees receive a monthly grant for full-time traineeship of €1,000.00⁵. If the traineeship is part-time, the grant will be proportionate.

Trainees may also be entitled to the reimbursement of their travel expenses from/to their place of origin.

Trainees shall be responsible for organising their own sickness insurance against health risks and their own accident insurance.

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

³ <http://www.ombudsman.europa.eu>

⁴ http://curia.europa.eu/jcms/jcms/Jo1_6308/

⁵ 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.

- proof of nationality
- diplomas or academic qualifications 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

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*⁶.

6. 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.

<https://www.gsa.europa.eu/privacy-policy>

⁶ [GSA/H R/2018/238415](#).