



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:

Senior Operations Engineer

(Vacancy Reference Number: GSA/2019/938)

Date of Publication:	27/02/2019	Deadline for applications:	26/03/2019 11:59 a.m. (Prague Local Time)
Type of Contract:	Temporary Agent	Grade/Function Group:	AD8
Place of employment¹:	Prague (Czech Republic)		
Contract Duration²:	5 years with possibility of renewal	Desired Start Date:	As soon as possible
Organisational Department:	Galileo Services Department subject to reassignment or reorganisation	Reporting to³:	Galileo Service Provision Manager
Number of vacant posts to be filled:	1 post and establishment of a reserve list	Possible reserve list valid until:	31/12/2020 with possibility of extension
Level of security clearance⁴:	SECRET UE / EU SECRET		

¹ The place of employment 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.

² The contract may be renewed for a fixed period and subsequently renewed for an indefinite period on the conditions set out in the Staff Regulations and in the Conditions of Employment for Other Servants (CEOS).

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. 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 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 Senior Operations Engineer will be actively involved in the operations of the Galileo system.

He/she will have the following non-exhaustive list of tasks and responsibilities:

- Participating in the day-by-day coordination of Galileo Operations and L1 maintenance activities and its evolutions as part of the future Galileo Services Operations (GSOOp) contract management team
- Actively participating in the conduct of operation assessing in case of contingencies, whether the mission objectives can be met and assisting with declaring the mission impacted, if required
- Ensuring the operational readiness of both ground and space segments, reviewing Operational Preparation and Validation Plans and preparing/participating in the relevant reviews including (but not limited to) Operations Readiness Reviews
- Ensuring the technical interface with the European Space Agency (ESA) and industry in relation to all Operations and L1 maintenance aspects
- Monitoring operations activities, such as follow-up on the performance of routine or special operations, follow up on operational validation activities in relation to Ground or Space Segment, reviewing the status and readiness of operational products and processes, etc.
- Chairing and participating in operations related boards, such as Anomaly Review Boards, Configuration Control Boards, Service Incidents Review Boards, Operational Readiness Reviews, etc.
- Coordinating the review of the operations-related plans, procedures and reports, identifying and monitoring deviations and impact on other activities
- Managing the strategic and operational planning processes
- Chairing and participating in project reviews/meetings
- Preparing, reviewing and assessing changes to the operational contractual (and technical) baseline and the operations improvements proposals
- Maintaining an efficient and trusting relationship with project stakeholders, within the GSA and with the relevant subcontractors
- Supporting the Galileo Service Provision Manager for any topics related to Galileo operations
- Contributing to other tasks of the Galileo Services Department 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 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 **nine 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. will 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.

Non-compliance with any of the Essential requirements may result in the exclusion of the candidate from the selection process. Advantageous requirements constitute additional assets and will not result in exclusion, if not fulfilled.

When filling the application form, candidates are expected to include elements that demonstrate that their profile matches the requirements below.

Essential requirements

1. University degree in exact sciences, such as engineering, physics, mathematics or computer science
2. Knowledge and experience in the coordination and/or execution of satellite constellation operations and ground segment operations within complex technical programmes
3. Experience in managing operations teams
4. Experience in the fields required to perform the tasks described
5. Excellent command of both written and spoken English

Advantageous requirements

6. Experience in the Galileo Operations activities
7. Experience in Service Provision, monitored through Key Performance Indicators
8. Experience on definition and management of operational processes within complex or critical systems
9. Experience working with institutional stakeholders or within institutional framework

Behavioural competencies

10. Motivation
11. Excellent communication skills
12. Customer service mind-set
13. Working well within a team
14. Ability to work autonomously and deliver results under pressure



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 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 fail 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 placed on the reserve list and 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:

April/May 2019

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.2019.123)

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

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 43.11 for up to 10 months or EUR 34.76 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-month probationary period).

¹⁴ Currently **correction coefficients** for the GSA duty locations are: 83% for CZ, 116.7% for FR, 109.9% for NL, 91.7% Spain. The coefficient is updated every year, with retroactive effect from 1 July.



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 Prague) are presented below:

AD8 - Step 1 (less than 12 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
4,344.93 EUR	5,265.77 EUR	6,131.41 EUR

AD8 - Step 2 (more than 12 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
4,497.93 EUR	5,457.46 EUR	6,337.55 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.

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.

¹⁵ Pension (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.**



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 (EU) N° 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, officers and agencies and on the free movement of such data (repealing Regulation (EC) N° 45/2001 and Decision N° 1247/2002/EC).

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32018R1725&from=EN>

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) N° 2018/1725 have been infringed as a result of the processing of their personal data by the GSA.

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