



Head of ICT & FML Department

Vacancy details

Type of contract	Temporary Agent	Reference number	GSA/2019/700
Grade/Function group	AD9	Place of employment¹	Prague / Czech Republic
Deadline for applications	17.06.2019 11:59 (GTM+2)		
Contract duration (Y)	5	Possibility of renewal²	yes
Desired start date	As soon as possible	Possible reserve list valid until	31.12.2020
Organisational department	Information and Communication Technology & Facility Management and Logistics	Reporting to³	Head of Administration
Level of security clearance⁴	SECRET UE / EU SECRET		

[1] The place of employment is subject to changes in the interest of the service and always under due consideration of the Staff Member's interests.

[2] Possibility of 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 (<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:01962R0031-20140501&from=EN>)

[3] The organisational department and 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 INFORMATION AND COMMUNICATION TECHNOLOGY & FACILITY MANAGEMENT AND LOGISTICS (ICT & FML) DEPARTMENT

The ICT & FML Department shall proactively contribute to the fulfilment of the Agency's mission, particularly regarding all matters related to the management of the GSA ICT systems and the management of GSA facilities and logistics across various GSA offices in the EU.

Among other tasks the ICT & FML department shall support the business needs of the Agency from technical and organisational standpoints through leading and managing the ICT and FML Department and activities of the Agency, including in particular:

- Plan and manage the implementation, procurement, development, operation, maintenance, improvement and administration of GSA ICT infrastructure for both unclassified systems and systems processing EU classified information up to SECRET UE/EU SECRET and across all GSA sites;
- Plan and manage the implementation, procurement, development, operation, maintenance, improvement and administration of GSA ICT software applications, including support to document management and archiving, in particular working closely with the Records & Information Manager and Legal and Procurement Department;
- Ensure that information systems are synchronised with the needs of the Agency in order to maximise the benefits from using modern technologies and the overall efficiency and performance of the Agency;
- Ensure ICT security management, in particular working closely with the Security Department;
- Provide ICT expertise to the GSA and support to end users (internal and external) in all GSA sites;
- Ensure ICT & FML business continuity, in particular working closely with the Security Department and Internal Control Coordinator;
- Oversee and ensure consistency in the management and the provision of appropriate facilities and logistics, including ensuring compliance with applicable health & safety requirements, for the activities of the GSA across all GSA offices, in particular working closely with the Security Department.

2. TASKS AND RESPONSIBILITIES

The Head of ICT & FML reports to the Agency's Head of Administration.

As manager in a key position the successful candidate will be asked to contribute to the orientation of the Agency as a whole and to the elaboration and implementation of its strategy.

He/she shall be responsible, under the steering and supervision of the Head of Administration, for ensuring a development, maintenance and implementation of the ICT strategy and policy, and for proposing its evolution whilst providing optimal support to the GSA with an emphasis on resource utilisation, and sound financial and technical management.

The main tasks and responsibilities shall include – without limitation and subject to adjustments:

- Lead and manage the ICT & FML Department, including managing Department staff, organisation, job design and work procedures;
- Ensure the GSA's business needs are achieved as per the ICT & FML Department's mission and tasks described in the preceding paragraph;
- Develop and implement GSA ICT security standards, policies and procedures adequate to protect the information against the threats and vulnerabilities identified, in close coordination with the Security Department;
- Act as system owner for GSA ICT systems processing unclassified and classified information;
- Ensure effective use of budget for data processing and telecommunication costs;
- Coordinate and implement business continuity planning in the ICT & FML areas;

- Contribute to the corporate tasks of the GSA, such as planning, reporting, administration, financial & budget management, risk management and communications;
- Manage procurement processes for the selection of service providers for ICT & FML activities and ensure the proper management and execution of the respective contracts and agreements;
- Oversee and ensure consistency in the planning, efficient utilisation and maintenance of the Agency's offices, ensuring compliance with applicable health & safety requirements, including the management of the logistical aspects of the GSA offices;
- Contribute to the effective and efficient implementation of GSA's quality and internal control framework in ICT & FML;
- Maintain and develop an ICT & FML culture of customer service;
- Liaise as required with GSA members and stakeholders (including relevant EU Institutions and GNSS partners, mainly European Commission, ESA, other agencies, host member states etc.) in the ICT & FML areas.

3. 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^[5] 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^[6] of at least **twelve 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;^[7]
7. Have a thorough knowledge of one of the languages of the European Union^[8] 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.^[9]

[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 point.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 point.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.

4. SELECTION CRITERIA

All eligible applications, according to the afore-mentioned criteria, 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. All essential criteria will be assessed during the applications evaluation phase.

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

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

Essential criteria

1. University degree in Informatics, Computer science, Business management or in another area relevant to the job;
2. Proven experience relevant to the tasks and responsibilities described;
3. Proven experience in managing multi-functional teams;
4. Proven experience in managing multiple projects in complex and/or multi-site environments;
5. Proven experience in management and operation of ICT systems and their security;
6. Excellent command of both written and spoken English.

Advantageous criteria

7. Experience in the management and provision of FML services;
8. Experience in the EU organisations, international institutions or in public administration;
9. Experience from an environment certified to the ISO 9001 standard or in information security management (e.g. ISO 27001);
10. Experience in ICT project management (e.g. Prince 2, PMBOK, PM2) and in ICT service management (e.g. ITIL);
11. Experience in processing of classified information;
12. Experience in procurement and contract management.

Behavioural competences

13. Motivation;
14. Leadership and people management skills;
15. Managerial, planning and organisational skills along with a results oriented approach;
16. Cooperative, practical, solution-driven and service-oriented attitude;

17. Priorities setting;
18. Excellent communication skills.

5. SELECTION PROCEDURE

The selection procedure includes the following steps:

- Applications must be complete and successfully submitted via the e-recruitment tool within the deadline set for the vacancy notice.
- For each selection procedure, the Appointing Authority of the Agency appoints a Selection Board. The Board's deliberations are confidential and applicants are strictly forbidden to contact its members.
- An automatic screening of all valid applications will be carried out by means of the e-recruitment tool in order to verify their compliance with the eligibility criteria. The eligibility screening will be verified and endorsed by the Selection Board responsible for the procedure.
- All eligible applications will be then evaluated by the 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. 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 scoring within the evaluation, will be short-listed for an interview and a written test. The minimum threshold is 65% of the total points.
- Prior to the day of the interview candidates will be requested to send 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.
- During the interview, the Selection Board will examine each candidate's profile and will assess their relevancy for this post. Shortlisted candidates will be also 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).
- Interviews and written test will be held in English, however knowledge of another EU languages may also be tested. Mother tongue English speakers will be expected to demonstrate their knowledge of a second EU language in line with Article 28(f) of the Staff Regulations.
- All candidates short-listed for an interview may also be requested to complete an online Business Attitude Questionnaire.
- 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.
- On the basis of the outcome of GSA interviews, candidates will be invited to an assessment centre, run by external consultants, and for an interview with the Appointing Authority. The assessment centre and 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 employment.

- The validity of the reserve list is indicated in the vacancy notice and its duration might be extended if deemed necessary.
- Normally, the recruitment procedure can take up to 6 months from the date on which a position is first advertised to the final offer being made.
- If, at any stage of the procedure, it is established that any of the information the candidate has provided is incorrect, the candidate in question will be disqualified.

Indicative date for the interview and written test: July 2019. The date might be modified depending on the availability of the Selection Board members.

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.

6. APPLICATION PROCEDURE

In order to be considered for this position, candidates need to create an account by registering via the GSA e-recruitment tool.

Only applications submitted via the e-recruitment tool will be accepted. Applications sent via email or post will not be taken into consideration.

Multiple applications received for the same position via different accounts will lead to the exclusion of the applicant from the selection procedure.

Important: the information provided by candidates in their online application constitutes the solely basis for the assessment of the eligibility and selection criteria. Therefore, they are invited to carefully read the requirements and to provide the relevant information in such detail that would allow this assessment. Particular attention should be paid to information on the education and professional experience, in particular exact dates, description of responsibilities and duties carried out.

All sections of the application should be completed in English in order to facilitate the selection procedure.

In order to be considered, applications must be received by the closing date indicated in the vacancy notice.

Candidates are advised to submit the application well ahead of the deadline in order to avoid potential problems during the final days before the closing date of applications' submissions. The Agency cannot be held responsible for any last-minute malfunctioning of the e-recruitment tool due to heavy traffic on the website.

Please consult the e-recruitment guideline for instructions on completing the application.

7. 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 on 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> (<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> (<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.

8. SUMMARY OF CONDITIONS OF EMPLOYMENT

FINANCIAL ENTITLEMENTS

The remuneration consists of a basic salary^[10] and, where applicable, additional allowances^[11], paid on a monthly basis and reimbursements^[12], 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^[13]. The sum of usual social deductions from salary at source is subtracted from the weighted amount^[14]. The full pay is exempted from the national income tax, but is subject to the internal income tax and the solidarity levy^[15].

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

AD 9 - Step 1 (less than 15 years of work experience)¹⁶		
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
5,173.00 EUR	6,214.87 EUR	7,126.30 EUR

AD 9 - Step 2 (more than 15 years of work experience)¹⁶		
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
5,338.07 EUR	6,423.72 EUR	7,352.05 EUR

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.

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.

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.

[10] As per Articles 92 and 93 CEOS.

[11] 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, France and Spain); **Expatriation**

allowance (16% of the sum of basic salary and other applicable allowances).

[12] 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).

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

[14] Pension (10%); health insurance (1.70%); accident cover (0.10%); unemployment insurance (0.81%).

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

[16] Kindly note that the numbers in examples a), b) and c) are indicative and net monthly remuneration varies depending on the personal, life and social situation of the incumbent. The amounts include management allowance granted upon completion of the 9 months probationary management period. **The various components of the remuneration are updated every year, with retroactive effect from 1 July.**

9. 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.

10. 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> (<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> (<http://www.edps.europa.eu>); EDPS@edps.europa.eu (<mailto: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> (<https://www.gsa.europa.eu/privacy-policy>)

Version: 16.05.2019 23:01:42