

ICT Service Manager

Vacancy details

Type of contract	Temporary Agent	Reference number	EUSPA/2021/AD/029
Grade/Function group	AD6	Place of employment¹	Prague / Czech Republic
Deadline for applications	08.07.2021 11:59 AM (GMT+2)		
Contract duration (Y)	5	Possibility of renewal²	yes
Desired start date	2021	Possible reserve list valid until	31.12.2021
Organisational department	Information and Communication Technology & Facility Management and Logistics	Reporting to³	Head of Department
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

[3] The organisational department and the hierarchical reporting line may change in line with the developments of the EUSPA and department's organisation.

[4] The successful candidate must hold a valid personnel security clearance at the level defined above or be able and willing to apply for it immediately after the contract signature. The procedure for obtaining a personnel security clearance shall be initiated on request of the employer only, and not by the individual candidate. Description of the EU classified information levels is available [here](#).

1. THE AGENCY AND THE HIRING DEPARTEMNT

The European Union Agency for the Space Programme (EUSPA) provides safe and secure European satellite navigation services, promotes the commercialization of Galileo, EGNOS, and Copernicus data and services and coordinates the EU's forthcoming governmental satellite communications programme GOVSATCOM. EUSPA is responsible for the security accreditation of all the EU Space Programme components. By fostering the development of an innovative and competitive space sector and engaging with the entire EU Space community, EUSPA contributes to the European Green Deal and digital transition, the safety and security of the Union and its citizens, while reinforcing its autonomy and resilience.

The **Information and Communication Technology & Facility Management and**

Logistics (ICT&FML) Department is proactively contributing to the fulfilment of the Agency's mission, particularly regarding all matters related to the management of the information and communication systems. Among other tasks the ICT&FML Department is coordinating and managing the ICT function, including planning and managing the implementation, operation, development, optimisation and maintenance of ICT infrastructure for both unclassified systems and systems processing EU classified information up to SECRET UE and across all EUSPA sites and remote offices (currently Prague, Saint Germain-en-Laye, Toulouse, Brussels, Noordwijk and Madrid).

You will be joining a dynamic and operational EU Agency and have the opportunity to work with colleagues from a broad array of different backgrounds and expertise all contributing to one of the most important and ambitious projects ever undertaken by the EU. We are committed to implement the EU Space Programme and turn the EU space ambitions into a reality. For more information on the EUSPA and the EU Space Programme, [click here](#).

2. TASKS AND RESPONSIBILITIES

We are looking for an ICT Service Manager who will actively contribute to the fulfilment of the Agency's responsibilities related to the implementation, supervision, development and evolutions of the ICT services. The jobholder will be mainly responsible for owning ICT service management processes, including the day to day management of third-party suppliers and ensuring ICT services delivery in line with agreed performance standards.

His/her main tasks and responsibilities shall in principle include (without limitation):

- Manage the interface with the Agency's internal stakeholders, internal ICT team and external stakeholders;
- Lead the ICT service implementation process and all related activities (e.g. procurements) in close coordination with ICT management and other stakeholders;
- Contribute to the service definition, deployment, operations and further development from the ICT service perspective;
- Manage the service delivery on day-to-day basis, act as the Agency interface towards the service provider(s) and remedy any issues, escalate problems to ICT management, propose solutions and improvements;
- Manage assigned ICT contracts with focus on efficient ICT service delivery based on formal SLAs and assigned budget;
- Coordinate and actively prepare the technical and contractual documentation for the services;
- Define and monitor service level agreements, KPIs and other service parameters to monitor the performance of the service(s);
- Operate in compliance with the Agency's Quality Management System (ISO 9001) and perform tasks related to quality management;
- Maintain and ensure continuous improvement of ICT service catalogue;
- Ensure the development of service level agreements and operational level agreements for all services in the catalogue;
- Manage ICT service requests, ensuring compliance with agreed governance processes and workflows.

3. ELIGIBILITY CRITERIA

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

1. Have a level of education which corresponds to completed university studies⁵ of at least three years attested by a diploma

2. Appropriate professional experience⁶ of at least three years after having obtained the required diploma
3. Be a national of a Member State of the European Union
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

Temporary agents (2f) from EUSPA and other EU agencies, in grade AD6 or AD7, are also invited to apply in accordance with the following EUSPA rules:

https://www.euspa.europa.eu/sites/default/files/conditions_of_employment_of_temporary_staff_ta.pdf.

[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. Qualifications/diplomas awarded in the United Kingdom until 31/12/2020 are accepted without further recognition. For diplomas awarded in the United Kingdom after this date (from 01/01/2021), a NARIC recognition is required: <https://www.enic-naric.net/>

[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 Communities.

4. SELECTION CRITERIA

All eligible applications, according to the afore-mentioned criteria, will be assessed against the requirements listed below solely based on the information provided by the candidates in their application.

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.

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 clearly include elements that demonstrate that their profile matches the requirements below.

Essential criteria

1. University degree in relevant field (e.g. engineering, physics, mathematics, computer science, business management, etc.);
2. Experience relevant to the tasks and responsibilities described;
3. Experience in ICT service management, including work as the client in an outsourced ICT environment with responsibility for supplier;
4. Experience in management and performance monitoring of SLAs and KPIs;
5. Excellent command of both written and spoken English;

Advantageous criteria

6. Experience in project management;
7. Experience and/or certifications in ITIL and/or ISO 9001 and/or ISO 27001;
8. Experience in public procurement;
9. Experience in management of classified information systems;
10. Experience in planning and implementing systems and/or services evolutions;

Behavioural competencies

11. Motivation;
12. Excellent communication skills;
13. Cooperative, practical, solution-driven and service-oriented attitude;
14. Ability to manage stress, prioritise and take appropriate and timely decisions.

5. SELECTION PROCEDURE

The current vacancy aims to establish a reserve list.

A comprehensive description of the selection process is available [here](#).

Indicative date for the interview and written test: August/September 2021. 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.

Any questions regarding the selection procedure should be addressed only to: jobs@euspa.europa.eu

6. APPLICATION PROCEDURE

In order to be considered for this position, candidates need to create an account by registering via the EUSPA 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 sole 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. It is the candidate's responsibility to ensure accurate and elaborate completion of the application form and avoidance of unclarities and typos.

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.

Any request for technical support must be sent to: jobs@euspa.europa.eu minimum two working days before the vacancy notice deadline. Please note, that if you submit your request for technical support later, we may not be able to assist you;

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

Any questions regarding the selection procedure should be addressed only to: jobs@euspa.europa.eu

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 Union and Conditions of employment of other servants of the European Union; 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 Union; or make a complaint to the European Ombudsman.

Details on how to initiate these processes are available here.

8. SUMMARY OF CONDITIONS OF EMPLOYMENT

FINANCIAL ENTITLEMENTS

The remuneration consists of a basic salary¹⁰ and, where applicable, additional allowances¹¹, paid on a monthly basis and reimbursements¹², 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 post¹³. The sum of usual social deductions from salary at source is subtracted from the weighted amount¹⁴. The full pay is exempted from the national income tax, but is subject to the internal income tax and the solidarity levy¹⁵.

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

AD 6 - Step 1 (less than 6 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
3,698.97 EUR	4,457.40 EUR	5,290.03 EUR

AD 6 - Step 2 (more than 6 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
3,834.64 EUR	4,624.93 EUR	5,468.64 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 EUSPA 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 the EUSPA may be transferred into the EU pension system.

EUSPA'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

EUSPA 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.

EUSPA 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.

INTERNAL AND INTERAGENCY MOBILITY

In case of internal or interagency mobility, EUSPA and the selected candidate shall conclude a contract of employment in accordance with the

EUSPA rules: https://www.euspa.europa.eu/sites/default/files/conditions_of_employment_of_temporary_staff_t a.pdf

[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 EUSPA has an agreement with (currently more than 18 international schools in the Czech Republic and Spain, and European Schools in France and in the Netherlands); **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 (EUR 44.28 for up to 10 months or EUR 35.71 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 EUSPA duty locations are: 85.2% for CZ, 120.5% for FR, 113.9% for NL, 94.2% for ES. The coefficient is updated every year, with retroactive effect from 1 July.

[14] Pension (10.10%); 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 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. 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 data requested from applicants 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) and the applicable privacy statement which can be accessed here: https://www.euspa.europa.eu/sites/default/files/privacy_statement_selection_and_recruitment_2019.pdf