

**Call for expression of interest
for the establishment of a reserve list for the position of**

IT Service Officer

(Contract Staff, Function Group IV)

**in the Administration Department of the Agency for the Cooperation of Energy
Regulators**

REF.: ACER/2018/01

Publication

External

Title Function

IT Service Officer

Parent Directorate-General / Service

DG ENER (BXL)

1. WE ARE

The Agency for the Cooperation of Energy Regulators (hereinafter referred to as “the Agency”) is a European Union (“EU”) body, legally established by Regulation (EC) No 713/2009¹ and operational since 2011. Based in Ljubljana (Slovenia), the Agency is central to the liberalisation of the EU's electricity and natural gas markets.

The purpose of the Agency is to assist National Regulatory Authorities (“NRAs”) in exercising, at Union level, the regulatory tasks that they perform in the Member States and, where necessary, to coordinate their action.

In this respect, the Agency:

- a) Complements and coordinates the work of NRAs;
- b) Participates in the development of European network rules;
- c) Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross border infrastructure, on cross-border cost allocation for Projects of Common Interest and on terms and conditions or methodologies for the implementation of network codes;
- d) Gives advice on electricity and natural gas related issues to the European institutions;
- e) Monitors the internal markets in electricity and natural gas and reports on its findings;

¹ Regulation (EC) No 713/2009 of the European Parliament and of the Council of 13 July 2009 (OJ L 211, 14.8.2009, p. 1).

- f) Monitors trading in wholesale energy products to detect and deter market abuse and ensure the integrity and transparency of EU wholesale energy markets.

The main areas on which the Agency's activities focus are:

- supporting European market integration: this is mainly done through the development of common network and market rules, as well as through the coordination of regional initiatives which are concrete efforts from market participants to work towards greater integration,
- advising the EU Institutions on trans-European energy infrastructure issues: the Agency issues opinions on ten-year network development plans, to ensure that these are in line with priorities set at EU level, and on the draft lists of Projects of Common Interest,
- energy market monitoring: the Agency has a general mission in terms of market monitoring at the EU level and has, since the end of 2011, a very specific responsibility when it comes to the oversight of wholesale energy trading.

The Agency currently employs more than 80 staff and has an approved annual budget of €13.6 million in 2018. The Agency's internal structure comprises five Departments (Electricity, Gas, Market Surveillance and Conduct, Market Integrity and Transparency and Administration) and the Director's Office. Please find the Agency's organisational chart on the following link: http://www.acer.europa.eu/en/The_agency/Organisation/Pages/ACER-departments.aspx

The Agency is located in Ljubljana (Slovenia).

2. WE PROPOSE

The Agency is seeking to establish a reserve list for the position of IT Service Officer. The jobholder will be assigned to the Administration Department of the Agency and will report to the IT Resources Management Team Leader, also in the Administration Department.

The tasks of the IT Service Officer in the Administration Department will include the following:

IT Service management:

- Support the organisation and implementation of the IT Team's service management (based on ITIL), in particular in the definition of ACER's Information Technology (IT) services (categorisation, description, Service Level Agreements (SLAs), request workflows and relevant procedures, etc.) in the form of an IT Service catalogue available to the Agency's users;
- Monitor the IT services in order to ensure correct and uninterrupted operation, capacity and availability planning, contingency, security, etc.;
- Ensure that new IT service deployments and changes to existing ones are performed in a controlled way, in order to guarantee smooth and seamless migration;
- Organise the Service desk function (Help Desk) of the IT Team, in order to ensure the most efficient support to the Agency's users and stakeholders.

IT Project Management:

- Be responsible for the management of projects in the Information Technology (IT) area, both developed in-house and outsourced, in particular those related to infrastructure projects, upgrades, migrations, deployment of services, use of special technologies, system and application development, etc.;
- Use the project management methodology in order to guarantee full control over projects during their lifecycle, promote and ensure the proper usage of the methodology within the IT Team and provide the relevant support when needed, producing project related artefacts;

- Manage contractors and IT-related contracts.

IT infrastructure and systems:

- Contribute to the regular tasks of the IT Team, the proper functioning of the IT infrastructure and systems (information systems operation and hosting, virtualisation, backup and storage, etc.) and of data networks, and to the implementation of security and Data Protection related policies, etc.

The successful candidate may be required, at times, to assist in other areas of the work of the Agency, according to needs and priorities, as planned and defined by the Head of the Administration Department, or as determined by the Director.

3. WE LOOK FOR

A) Eligibility criteria

Candidates will be considered eligible for the selection phase on the basis of the following formal criteria to be fulfilled by the deadline for applications:

1. To have a level of education which corresponds to completed university studies of at least three years, attested by a diploma and appropriate professional experience of at least one year;

(Only study titles that have been awarded in the 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.)

2. To have a thorough knowledge of one of the official languages of the European Union² and a satisfactory knowledge of a second of these languages (level B2) to the extent necessary to perform his/her duties;
3. To be a national of a Member State of the European Union;
4. To be entitled to his or her full rights as a citizen;
5. To have fulfilled any obligations imposed by the applicable laws concerning military service;
6. To be physically fit to perform the duties linked to the post³.

B) Selection criteria

The following criteria will be assessed when selecting the candidates for the interviews:

Technical knowledge:

1. University degree in a field relevant to this post, i.e. IT (Information Technology, Computer Science, or similar), engineering, mathematics, or equivalent;
2. By the deadline for applications, having acquired at least **two (2) years of relevant professional experience**⁴ after obtaining the qualifications mentioned in point 3 A) above;

² 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, and Swedish.

³ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order for the Agency to be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Union

⁴ Professional experience is counted only from the time the candidate obtained the diploma required for being eligible. At a later stage, the candidate will be asked to provide supporting documents confirming the length and the level of his/her professional experience

3. Knowledge or certifications in one or more of the following: Service Management methodologies (such as ITIL), Project Management methodologies (such as PM², Prince 2, PMI, PMBOK, etc.);
4. Sound knowledge of service management (based on ITIL): definition of IT services in the form of an IT Service catalogue, preparation of workflows and relevant procedures/documentation for IT Services, definition of ITIL lifecycle stages, implementation of IT Service management using relevant IT tools;
5. Sound knowledge of project management: management of projects related to software development, IT infrastructure and services, production of relevant artefacts, management of contractors and relevant contracts;
6. Sound technical knowledge in the following areas:
 - Administration and/or configuration of Windows Servers
 - VMware virtualisation
 - Administration and/or configuration of Cisco network components, firewalls, proxy and reverse proxy appliances
 - Administration and/or configuration of SAN (Storage Area Network)
 - Implementation of security policies, security hardening.

Communication and other personal skills:

1. Very good written and oral command (level C1⁵) of the English language;
2. Proven ability to work in a team and under pressure, combined with capacity to work on several projects simultaneously;
3. Experience of working in an international environment dealing with a very diverse range of stakeholders.

Communication and other personal skills will be assessed at the stage of the oral interview and the written examination.

Candidates are invited to briefly explain in their motivation letter in which positions they acquired their knowledge and professional experience in the specified areas.

4. SELECTION AND APPOINTMENT

A Selection Committee will evaluate the applications and select the candidates meeting the eligibility criteria and best matching the selection criteria.

The Selection Committee will endeavor to invite a minimum of six candidates and a maximum of eight candidates to an interview and written test. However, such numbers may be increased in the case of a larger number of high-scoring candidates participating in the selection procedure or reduced in the case of a limited number of eligible candidates and/or a limited number of high-scoring candidates participating in the selection procedure.

The interview and test will focus on the following aspects:

- Specific competences and knowledge of languages with reference to the selection criteria of the present call for expression of interest;

⁵ cf. Language levels of the Common European Framework of Reference:
<http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>

- General aptitudes to the extent necessary for the performance of the duties in accordance with article 12.2.e of the Conditions of Employment of Other Servants;

A reserve list of the most suitable candidates will be drawn up by the Agency.

In line with Director Decision 2017/16, candidates achieving the qualifying mark in the written test and interview of a minimum of 70% will be placed on the reserve list. The reserve list will be valid until 31/12/2018. Its validity may be extended by decision of the Director.

All candidates will be informed about the outcome of the procedure.

Recruitment will be subject to budgetary availability and assignment of posts by the Budgetary Authority.

5. EQUAL OPPORTUNITIES

The Agency applies an equal opportunities policy and accepts and treats applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The successful candidate will be appointed by the Director as a Contract Agent in Function Group IV pursuant to Article 3a of the CEOS for a period of 2 years, which may be renewed.

Pay and welfare benefits: the pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to: expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, temporary daily subsistence allowance, installation allowance and other benefits. Salaries are exempted from national tax; instead a Union tax at source is paid.

Function Group / Grade	Minimum requirements for classification in step (required level of university studies + minimum number of years of experience after university graduation)	Monthly basic salary (gross)	Estimation of monthly net salary, including specific allowances ⁶
FGIV Grade 13	university degree of at least 3 years in a field relevant for this position + up to 7 years of experience in some or all of the fields covered by the job description	3,404.15 €	3,354.90 €
FGIV Grade 14	university degree of at least 3 years in a field relevant for this position + more than 7 years of experience in some or all of the fields covered by the job description	3,851.61 €	3,700.93 €
FGIV Grade 16	university degree of at least 3 years in a field relevant for this position + more than 20 years of experience in some or all of the fields covered by the job description	4,930.71 €	4,512.95 €

⁶ An estimation of net salary, including the deduction for tax, correction coefficient (currently at 81.5% for Slovenia and 100% for Belgium) and social security and adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Allowances depend in any case on the personal situation of the Candidate.

Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2.5 days' home leave, if applicable, and in addition up to 19 ACER holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

7. DATA PROTECTION

The purpose of processing the data the candidates submit is to manage their application(s) in view of possible preselection and recruitment at the Agency. Personal data is processed by and accessible to authorised Agency's personnel. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of candidates.

The Agency adheres to and is regulated under 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 European Union institutions and bodies. The Agency is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries candidates may contact the Data Protection Officer at: DPO@acer.europa.eu. Candidates are invited to consult the privacy statement, which explains how the Agency processes personal data in relation to recruitment and selections.

8. APPLICATION PROCEDURE

For applications to be valid, candidates must submit (in PDF or Word format):

- a detailed curriculum vitae in European CV format in English
- a letter of motivation (1-page maximum) in English, explaining in which positions they acquired their knowledge and professional experience in the specified areas identified in Section 2 of this vacancy notice.

Applications should be sent by email to SELECTIONS-ACER-2018-01@acer.europa.eu quoting the reference number of this call for expression of interest.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience etc.) should not be sent at this stage but must be submitted at a later stage of the procedure if requested.

In order to facilitate the selection process, all communications to candidates concerning this vacancy will be in English.

Under no circumstances should candidates approach the Selection Committee, directly or indirectly, concerning this recruitment. The authority authorised to conclude a contract reserves the right to disqualify any candidate who disregards this instruction.

Applications must be sent by e-mail by 8 March 2018 (23:59 Ljubljana time).

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

For more information on the selection procedure please consult the guide for candidates on the Agency's website:

http://www.acer.europa.eu/The_agency/Working_at_ACER/Pages/FAQs-on-working-at-ACER.aspx.

9. APPEALS

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within 3 months from the date of notification to the following address:

Human Resources Management
Agency for the Cooperation of Energy Regulators (ACER)
Trg Republike 3
1000 Ljubljana – Slovenia

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

Registry
The General Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg
Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based to the following address:

The European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union. 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 European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.