

Vacancy Notice

The European Chemicals Agency (ECHA) is launching this call for expressions of interest in order to establish a reserve list for the following contract agent profile:

Reference number	Vacancy notice	Grade	Indicative n° on reserve list
ECHA/CA/IV/2016/002	IT Service Management Officer	FG IV	8

The closing date and time for submission of applications for this call is 10 May at noon 12.00 Helsinki time (11.00 Central European Time).

1. The job

The IT Service Management Officer will work in the Directorate of Information System of the Agency. The Directorate is in charge of a portfolio of services and projects which cover all the IT needs of the Agency and of its external users in the chemical Industry, the national authorities and the European Commission.

The IT service portfolio covers these main areas:

- Workplace services for internal users covering the computing and communication facilities needed at the workplace;
- Computing platform services covering the provision and management of ICT infrastructure capacity;
- Access management services including secure remote access services;
- Application management services delivering and operating software applications during their life cycle;
- Applications services for Business covering change management and user support services;
- Security and Business Continuity services.

The Directorate of Information Systems is currently pursuing a renovation of the core systems both in the software applications area and the computing platform services.

2016 is the crucial year for achieving a new target architecture, which will also bring about greater integration of the IT systems, and a cloud based model for the computing platform services.

At the same time a new workplace concept is being implemented based on mobility, facilitated teleworking, anytime/anywhere secure access to the Agency's IT systems. In this context more than 600 internal workplaces will be provisioned with new IT facilities in the course of 2016.

Sourcing has been an element of strategic relevance in this renovation journey. ECHA has implemented a sourcing model based on the following key choices:

- The ICT infrastructure is provisioned as a service, based on a cloud solution;
- Technical service delivery is primarily outsourced, including software development services;
- ECHA retains a service design, service integration and multi-party integration role;
- ECHA retains full control of end-users facing services.

On this renewed foundations ECHA will build to enhance its service portfolio as well as the efficiency and effectiveness of service management. Possible areas of development are in the area of cloud delivery of some of the IT tools developed by ECHA for the chemical Industry, moving from a download&install to an as-a-service, subscription based, delivery model.

The IT Service Management Officer is responsible in one or more of the following areas of the current IT service portfolio:

Application Delivery Service Management (ADSM)

The manager of these services works at the interface between the project and the infrastructure during development and delivery time, to ensure that binary deliverables, scripts and configuration instructions are delivered onto a high quality and performant platform conforming to predefined functional and non-functional requirements. During the standard operation of the IT system, the service manager plays a decisive role in ensuring the health of the application and its services throughout its lifetime by proactively gauging performance indicators, consumption of resources and overall throughput of the systems under his/her responsibility.

Service Management for Business Applications

With a strong background in managing the development of web applications over several platforms and technologies (including cloud), and the ability to fully understand business users' viewpoints and concerns, the Service Manager for Business Application ensures the optimal and continued fit between functional requirements and underlying implemented systems. Furthermore, the Service Manager for Business Applications cooperates with the relevant ADSM, Product Managers and the appointed external contractors and ensures adherence to the established change management processes while supporting the pursuing of the objectives set in the relevant product roadmaps.

Service Management for Infrastructure Services

The Service Manager for this area is the main interface between the demand for computing and networking capacity and the outsourcers, notably the Infrastructure as a service provider and the providers of managed services (e.g. in the area of networking or OS

management). The Service Manager for Infrastructure Services will be required to coordinate the delivery of services through several and geographically sparse providers.

Service Management for Access and Security Services

In this area, the Service Manager is the reference point for all activities concerning the provisioning and de-provisioning of access to ECHA's IT resources as well as maintaining a sound implementation of the recently established Role Based Access Control (RBAC) model for access management. The Service Manager for access management contributes to the delivery of security related services affecting both the internal and external users' base and is accustomed with operations that potentially involve several external suppliers and service providers with varying service level agreements.

Irrespective of the service area, the IT Service Management Officer, will primarily be responsible for:

- Managing services (with outsourced or insourced service delivery teams) to achieve SLAs, OLAs and to the satisfaction of the internal/external customer;
- Applying change, incident and problem management practices, as defined in the Quality Management System, to ensure high quality IT service to end users and contribute to continuous improvement;
- Cooperating with other service managers, project managers and the Directorate's horizontal functions, to ensure smooth end-to-end delivery of the services;
- Interacting with the internal/external customers and utilising service monitoring/service reporting instruments to ensure continuous management of the customer satisfaction;
- Managing contracts and procurement matters related to the scope;
- Actively collaborating in multi-party integration to ensure end-to-end delivery of the services;
- Planning and providing expert advice to projects, to achieve smooth and effective integration of the services contribution;
- Pro-actively challenging the status quo to ensure a continuous improvement of the IT services to serve a constantly evolving environment.

The **reference technology landscape** adopted in ECHA and relevant in the scope of the services that are part of this call include:

- Application suites and platforms - leveraging out-of-the-box functionality, typically complemented by customisation - such as EMC Documentum, Microsoft SharePoint, Liferay, SAP Business Objects, Microsoft Exchange, Microsoft CRM, Oracle Data Integrator and Oracle Peoplesoft;
- Application, web and database servers - implemented as part of the technology stack to deliver both bespoke and out-of-the-box solutions - such as Apache Tomcat, Wildfly, Apache HTTP Server, Microsoft IIS, Oracle Database and Microsoft SQL Server;

- Integrated access management providing role based access control to services. It includes Microsoft Identity Manager, Active Directory, RSA SecurID as well as a bespoke implementation for identity management;
- Private cloud infrastructure hosting most of ECHA's application portfolio on virtual machines running either Red Hat Enterprise Linux or Windows Server. An outsourced contractor provides the service from external datacentres;
- Network services ensuring secure delivery of end-user services for both external and internal stakeholders via either load balancers or SSLVPN.

For managing services, a variety of tools are used by ECHA and its outsourcers – as stipulated in the outsourcing contracts - such as Zenoss, Oracle Enterprise Manager, BMC Remedy, Splunk, Red Hat Satellite and Microsoft System Center Configuration Manager.

ECHA has invested in efficient delivery of bespoke applications by implementing a custom deployment tool chain leveraging automation based on Chef, git, Jenkins, Nexus and maven. The use of the tool chain is mandatory in ECHA's outsourcing contracts to standardise the technical tasks for application delivery.

2. Eligibility criteria

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

2.1. General requirements

The applicant must:

- Be a national of a Member State of the European Union, or a national of the European Economic Area (Iceland, Liechtenstein, Norway)¹;
- Enjoy the full rights as a citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Produce the appropriate character references as to the suitability for the performance of the duties²;
- Be physically fit to perform the duties³;
- Have a thorough knowledge of one of the official languages of the European Union⁴ and a satisfactory knowledge of another such language to the extent necessary to perform your duties;

¹ The Member States of the European Union are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

² Before appointment, successful applicants will be required to produce an official document indicating that they do not have a criminal record.

³ Before appointment, successful applicants will be required to undergo a medical examination to ensure that they fulfil the requirements of Article 82, 3(d) of the Conditions of Employment of Other Servants of the European Communities.

- Be able to communicate well in English as this is the working language of ECHA;
- Be below the age at which staff of the EU is automatically retired, i.e. currently on the last day of the month in which he/she reaches the age of 66⁵.

2.2. Minimum qualifications

Completed university studies of at least three (3) years attested by a diploma and appropriate professional experience of at least one (1) year⁶.

Only qualifications issued by EU Member State authorities or EEA Member State authorities and qualifications recognized as equivalent by them will be accepted.

3. Selection criteria

If you meet the eligibility criteria set out in section 2, you will be assessed on the basis of the following selection criteria. The candidates who are judged to be the most suitable on the basis of the selection criteria will be invited to an interview.

- Your academic and professional qualifications and their relevance with regard to at least one of the main areas of the current ECHA IT service portfolio and as many as possible reference technologies listed in section 1.
- Your professional experience: the range of fields covered; the length, type and level of work done and its relevance with regard to at least one of the main areas of the current ECHA IT service portfolio and as many as possible reference technologies listed in section 1.

The following will be considered as assets:

- ITIL certificates in the area of service management;
- Project management certificates.

The academic and professional qualifications, professional experience and experience considered as an asset must be described as precisely as possible in the ECHA CV⁷.

⁴ 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.

⁵ See Article 47(a) CEOS for Temporary Agents, applicable to Contract Agents by analogy, Article 119 CEOS.

⁶ Only appropriate professional experience acquired **after achieving** the minimum qualification stated in 2.2 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 the achieving the minimum qualification stated in 2.2 shall be taken into consideration. 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 http://echa.europa.eu/doc/opportunities/jobs/echa_cv.doc.

4. Interview and written test

If selected for interview, you will be assessed on the basis of the following criteria:

- Level of proficiency in the skills that are most relevant to the tasks set out in section 1 and 3, specifically:
 - IT Service Management;
 - Managing outsourcing contracts;
 - Managing suppliers, notably coordinating and integrating multiple external parties;
 - Customer service: e.g. customer satisfaction analysis, SLA management.
- Ability to learn rapidly, build up networks, plan and communicate effectively;
- Understanding of the role and aims of ECHA in relation to the REACH, CLP and Biocides legislation;
- Ability and approach to adapting and responding to change⁸;
- Ability to work effectively in a multicultural environment⁸;
- Excellent command of spoken and written English.

Your ability to communicate in written English, and the knowledge, skills and competencies related to the job will be also assessed by written tests.

For native English speakers, your ability to communicate in your second EU language will be tested during the interview. As this forms part of the general requirements stated under section 2.1 above, any failure in proving the satisfactory level of your second EU language would lead to your exclusion from the selection.

5. Placement on the reserve list

If you are judged to be among the most suitable candidates, on the basis of the criteria listed in sections 2, 3 and 4, you will be placed on the reserve list. The reserve list will be valid for a period of one year.

It should be noted that inclusion on the reserve lists does not imply any entitlement of employment in the Agency.

6. Applications

Before applying, you should carefully read the Guide of Applicants⁹ published on ECHA Website. This guide is an integral part of the Vacancy Notice and will help you to understand the rules governing the procedure and how to apply.

All interested candidates are invited to apply by filling in the following two documents:

⁸ You can read more about the general competencies in place in ECHA through the following link:
http://echa.europa.eu/documents/10162/13602/echa_staff_competencies_en.pdf

⁹ http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf

- **ECHA CV¹⁰**: This document is available in two different formats: .doc format (http://echa.europa.eu/documents/10162/17100/echa_cv_en.doc) and .pdf format (http://echa.europa.eu/documents/10162/13602/echa_cv_en.pdf);
- **Application form¹¹**:
<https://comments.echa.europa.eu/comments/cms/ApplicationForm.aspx?Code=ECHACAIV2016002>

7. Other information

Successful applicants may be offered an employment contract for three years as a contract agent. This contract may be renewed for a definite period. If renewed for a second time, the contract becomes indefinite.

The successful applicant will be required to make a declaration of commitment to act independently in the public interest and to make an annual declaration in respect of any interests which might be considered prejudicial to his/her independence. Moreover, before recruiting a member of staff, ECHA's Executive Director will examine whether the applicant has any personal interest which may impair his/her independence or any other conflict of interest. To that end, the applicant, using a specific form, shall inform the Executive Director of any actual or potential conflict of interest. Applicants must confirm their willingness to do so in their application.

For more information on the selection process of contract agents and on the contractual and working conditions, please, refer to:

- Guide for Applicants:
http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf
- Implementing rules concerning contract agents:
http://echa.europa.eu/documents/10162/13560/mb_07_2009_d_final_implementing_rules_for_the_staff_regulations_contractual_staff_en.pdf
- Conditions of Employment of Other Servants of the European Communities:
<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

8. Protection of personal data

The European Chemicals Agency will ensure, on its part, that your personal data is processed as required by Regulation (EC) No 45/2001¹² on the protection of personal data.

For more information on the protection of personal data, please consult the Guide for Applicants¹³.

¹⁰ The ECHA CV must be attached to the Application form. Failure to submit the ECHA CV will lead to exclusion from the procedure.

¹¹ Applications that are sent after the closing date for submission, are incomplete or do not fulfil the criteria set out above will be excluded from the selection.

¹² <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF>

¹³ http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf