

## Vacancy Notice

The European Chemicals Agency (ECHA) is the driving force among regulatory authorities in implementing the EU's groundbreaking chemicals legislation for the benefit of human health and the environment as well as for innovation and competitiveness. ECHA helps companies to comply with the legislation, advances the safe use of chemicals, provides information on chemicals and addresses chemicals of concern.

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:

<b>Reference number</b>	<b>Vacancy notice</b>	<b>Grade</b>	<b>Indicative n° on reserve list</b>
ECHA/CA/III/2017/006	IT Officer	FG III	6

**The closing date and time for submission of applications for this call is 15 January 2018 at noon 12.00 Helsinki time (11.00 Central European Time).**

### 1. The job

The IT Officer will work in the Directorate of Information Systems 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;
- Application services for Business covering change management and user support services;
- Security and Business Continuity services.

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

### **Application Delivery Service Management (ADSM)**

The IT Officer 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 IT Officer 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. A key component in this area is the co-ordination between multiple external contractors.

### **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 IT Officer for Business Applications ensures the optimal and continued fit between functional requirements and underlying implemented systems. Furthermore, the IT Officer 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 pursuit of the objectives set in the relevant product roadmaps.

### **Service Management for Infrastructure Services**

The IT Officer 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 IT Officer for Infrastructure Services will be required to support the coordination of the delivery of services through several and geographically distributed providers.

### **Service Management for Access and Security Services**

In this area, the IT Officer 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 established Role Based Access Control (RBAC) model for access management. The IT Officer for access management contributes to the delivery of security related services affecting both the internal and external users' base and is accustomed to coordinating operations that involve several external suppliers and service providers with varying service level agreements.

### **Service Management for Workplace Services**

The IT Officer in this area is responsible for delivering support services to internal customers related to the workplace including laptops, telephony, printing and standard applications. The IT Officer in this service is the primary entry point for support requests, requiring coordination and standardisation of service across multiple contracts and contractors.

Irrespective of the service area, the IT Officer, will contribute to:

- 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 peers, 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 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;
- Designing and evolving processes both within the service and to integrate seamlessly with other services for their continuous improvement.

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.
- Workplace services based on Windows 10, Microsoft Office Suite, Skype for Business and also the supporting hardware, primarily hybrid laptop/tablet devices.

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

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.

Due to the wide area of IT services and the nature of the work, the IT Officer may be occasionally required to organize, scope and execute his/her own activities as projects following the established governance processes and integrating in the existing programme structures.

## 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)<sup>1</sup>;
- 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 duties<sup>2</sup>;
- Be physically fit to perform the duties<sup>3</sup>;
- Have a thorough knowledge of one of the official languages of the European Union<sup>4</sup> and a satisfactory knowledge of another such language to the extent necessary to perform your duties;
- 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 66<sup>5</sup>.

### 2.2. Minimum qualifications

a) Successful completion of post-secondary level education attested by a diploma.

Or

b) Successful completion of secondary education giving access to post-secondary education and appropriate professional experience of at least three (3) years.

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

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<sup>1</sup> 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.

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

<sup>3</sup> 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.

<sup>4</sup> 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.

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

### 2.3. Professional experience

To qualify for this profile, you must have at the closing date for applications a total professional experience<sup>6</sup> of at least one (1) year acquired after achieving the minimum requirements stated out in 2.2 a) and b).

## 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 qualifications and their relevance with regard to at least one of the main areas of the current ECHA IT service portfolio;
- Your professional experience: the range of fields covered, the 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 the technology landscape in section 1.

The following professional qualifications will be considered as assets:

- ITIL or equivalent certificates in the area of service management;
- Project management certificates;
- Other qualifications/certificates relevant to the main areas of the section 1.

The academic and professional qualifications, professional experience and experience considered as an asset must be described as precisely as possible in your application.

## 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 and Project Management;
  - Managing outsourcing contracts;
  - Managing suppliers, notably coordinating and integrating multiple external parties;
  - Customer service: e.g. customer satisfaction analysis, SLA management;
  - Operating within plans and streamlined activities.

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<sup>6</sup> 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.

- Understanding of the role and aims of ECHA in relation to the REACH, CLP, PIC and Biocides legislation;
- Ability to learn rapidly, build up people networks, plan, act as a member of a team and communicate effectively;
- Ability and approach to adapting and responding to change<sup>7</sup>;
- Ability to work effectively in a multicultural environment<sup>8</sup>;
- 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. Other information

Before applying, you should carefully read the Guide of Applicants<sup>8</sup> 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.

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.

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<sup>7</sup> 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](http://echa.europa.eu/documents/10162/13602/echa_staff_competencies_en.pdf)

<sup>8</sup> [http://echa.europa.eu/documents/10162/13602/general\\_guide\\_for\\_applicants\\_en.pdf](http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf)



The successful candidate will be recruited as a Contract Agent in Function Group FG III, in grade 8 (with the basic salary starting from € 2,619.87), in grade 9 (with the basic salary starting from € 2,964.22) or in grade 10 (with the basic salary starting from € 3,353.83). The step in grade is determined on the basis of professional experience gained after the education required for the position and in line with applicable implementing rules referred to below. The basic salary is subject to an annual review of remuneration provided for in Article 65(1) of the Staff Regulations. ECHA offers, in addition to the basic salary, a range of benefits which include allowances, such as a household allowance, an expatriation allowance (16% of the basic salary) and a dependant child allowance, as well as a welfare package including pension scheme, medical and accident coverage. For more information on the salary and on the allowances, please visit our website at: <http://www.echa.europa.eu/about-us/jobs/what-we-offer>.

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](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](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>

## 7. 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 45/2001<sup>9</sup> on the protection of personal data.

For more information on the protection of personal data, please consult the Guide for Applicants<sup>8</sup>.

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<sup>9</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF>