

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 temporary agent profile:

Reference number	Vacancy notice	Grade	Indicative n° on reserve list
ECHA/TA/2016/008	IT Support for Industry - Service Desk Officer	AST 2	5

The closing date and time for submission of applications for this call is 9 December 2016 at noon 12.00 Helsinki time (11.00 Central European Time).

1. The job

The Service Desk Officer may work in the Information Systems Directorate or in the Registration Directorate of the Agency.

Within the Information Systems Directorate, the Service Desk Officer may work in the IT Support for Industry Programme (iTEX) team, within the Business Information Systems Unit. iTEX provides expert advice to industry on the correct use of IT tools to meet their regulatory obligations. The iTEX team works closely with all business and regulatory Units across the Agency, building and sharing knowledge to provide high quality answers to external customers who seek advice on implementing their regulatory obligations using tools such as REACH-IT, R4BP, ePIC, IUCLID and Chesar. Offering the customer's perspective on the usability of ECHA's IT tools, the team is the key link between customers in industry, the regulatory processes and the design of usable IT solutions.

Within the Registration Directorate, the Service Desk Officer may work within the Dossier Submission and PIC Unit which is responsible for the registration process under Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), confidentiality assessment under the REACH and Biocidal Products Regulation (BPR) and for coordinating ECHA's work on the Prior Informed Consent regulation (PIC). The Unit also manages the reception, processing and dispatch of submitted dossiers and notifications for all legislation under ECHA's remit (REACH, CLP, BPR, PIC). This includes the provision of advice and support to stakeholders, and the contribution to the development of IT systems used for dossier submissions.

The Service Desk Officer will provide administrative and technical support on a variety of tasks related to regulatory processes (REACH, CLP, BPR and/or PIC regulations). They will be responsible for answering technical questions and support requests from Industry, and

collaborating with ECHA staff and external consultants to ensure that the services meet business requirements in accordance with the relevant policies and procedures. The role will also include providing technical support for the implementation of new or revised processes.

In particular, they will be responsible for the following tasks:

Company support/Customer service

- Handle technical and IT inquiries on REACH, CLP, BPR or PIC regulations accurately, efficiently, and in a professional and service orientated manner according to agreed timelines and procedures;
- Provide technical advice and assistance on the use of IT systems or tools used in regulatory processes (REACH-IT, R4BP, ePIC, IUCLID) ensuring high quality responses;
- Contact companies having issues submitting their data and engage in trouble-shooting and resolution of these incidents;
- Contribute to the drafting of user support materials and the team's knowledge base and document management;
- Participate in webinars, assisting companies in fulfilling their duties.

Dossier processing

- Processing data submissions (under the abovementioned regulations) according to agreed timelines and procedures, e.g. checking the completeness of registrations submitted by industry, handling invoicing of those registrations, drafting and sending decisions to the registrants, and performing quality checks;
- Contributing to further actions on registrations, e.g. assessing confidentiality claims, quality-screening dossiers and revoking registrations, including drafting and sending decisions to the registrants;
- Contributing to further development of the submission tools, testing and manuals;
- Contributing to trouble-shooting and the resolution of incidents or inquiries;
- Filing and document management.

As part of their learning and development, the jobholder will be expected to develop their skills to enable them to also contribute in one or more of the following areas:

- Assisting in projects in preparation for the 2018 REACH deadline;
- Contributing to the development and the implementation of new or adapted regulatory and submission processes required under REACH, CLP, BPR or PIC regulations;
- Assisting in the development of user specifications and participating in the validation of IT systems or tools used in regulatory processes (REACH-IT, R4BP, ePIC, IUCLID);
- Standardising and streamlining processes to improve efficiency.

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;
- 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. 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 at least three (3) years of professional experience⁶.

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

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 Articles 12, 2 (c) of the Conditions of Employment of Other Servants of the European Communities.

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 on a part-time basis shall be calculated pro rata, on the basis of the percentage of full-time hours worked. A given period may be counted only once.

2.3. Professional experience

To qualify for this profile, you must have at the closing date for applications at least three (3) years of relevant⁷ professional experience⁶ 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 and professional qualifications and their relevance to the main areas of work listed in section 1;
- Your professional experience: the range of fields covered, the type and level of work done and its relevance to the areas of work listed in section 1, particularly:
 - Experience in providing technical support to external customers;
 - Experience in providing IT support;
 - Experience with processing data submissions of a regulatory, technical or scientific nature.

The following will be considered as assets:

- Experience of working in the chemical sector related to REACH, CLP, BPR or PIC regulations and using the related tools;
- Experience with advanced use of helpdesk management software (e.g. Remedy) and/or MS Office (Excel, Word, PowerPoint);
- Certification in Service Management (e.g. ITIL certification);
- Experience of working in an international or multicultural environment.

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

⁷ Relevant experience should be described in your application.

4. Interview and written test

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

- Knowledge and understanding in your areas of experience that are most relevant to the tasks set out in section 1;
- Understanding of the role and aims of ECHA in relation to the REACH, CLP, PIC and Biocides legislation;
- Capacity to contribute to further development of the IT tools used for dossier submission and their manuals;
- Capability to provide user-support services with a strong customer orientation⁸;
- Ability to communicate and liaise effectively with other Units in the Agency;
- Negotiation, problem solving and conflict resolution skills;
- Ability to work effectively in a multidisciplinary team in a multicultural and multilingual environment;
- 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 two years.

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 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.

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

Successful applicants may be offered an employment contract for five years as a temporary agent. This contract may be renewed for a definite period. If renewed for a second time, the contract becomes indefinite. If the successful applicant from the external selection procedure is already a member of temporary staff 2(f) in the relevant function group or another function group, the Agency shall offer the person, in writing, the opportunity to be assigned to the post by means of mobility under the provisions of Article 6(2)¹⁰ or, subject to the establishment plan availabilities, Article 10¹⁰ respectively, if the person prefers to ensure continuity of contracts.

The minimum number of years of professional experience required after the award of the qualification certifying the completion of the level of studies required as a condition of eligibility for any selection procedure is as follows:

Grade of engagement	Number of years of professional experience
AD5	0 years
AD6	3 years
AD7	6 years
AD8	9 years
AD9/10	12 years
AD11/12	15 years
AST1	0 years
AST2	1 year
AST3	3 years
AST4	6 years

For the purposes of determining professional experience, the appointing authority shall allow 24 months' additional seniority of step in grade for professional experience equal to more than the number of years indicated below:

Function group and grade	Minimum years of work experience for additional seniority
AD14-AD16	21 years
AD12-AD13	18 years
AD9-AD11	15 years
AD8	12 years
AD7	9 years
AD6	6 years
AD5	3 years
AST4	12 years
AST3	9 years
AST2	6 years
AST1	3 years

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 with respect to any interests which might be considered prejudicial to his/her independence. Moreover, before

¹⁰ Implementing rules on the procedure governing the engagement and use of temporary staff under Article 2(f) of the CEOS:
http://echa.europa.eu/documents/10162/21844190/mb_27_2015_final_annex_1c_use_and_engagement_temporary_agents_en.pdf

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 temporary 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 temporary agents:
http://echa.europa.eu/documents/10162/21844190/mb_27_2015_final_annex_1c_use_and_engagement_temporary_agents_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 45/2001¹¹ on the protection of personal data.

For more information on the protection of personal data, please consult the Guide for Applicants⁹.

¹¹ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF>