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/2012/013	IT Officer – Network Services Coordinator	AD7	3

The closing date and time for submission of applications for this call is 14 January 2013 at noon 12.00 Helsinki time (11.00 Central European Time).

1. The job

Background

The IT Officer – Network Services Coordinator will work in the ICT Infrastructure and IT Security Unit of the Information Systems Directorate of the Agency, in Helsinki. The Directorate of Information Systems is responsible for:

- The management of the Agency's ICT infrastructure;

- The planning, development and deployment of Business and Management Information Systems and their related services;

- IT information security.

The Unit provides services to approximately 600 staff and non-staff members working at the seat of the Agency in Helsinki. The Agency hosts one internal data centre whilst another – symmetrical – data centre for fail-over is outsourced; the co-located ICT infrastructure is based on CISCO UCS blades servers, a virtualised VMware server farm, and a SAN storage architecture (Netapp and EMC technologies). The networking equipment (including VoIP) is mostly based on CISCO technologies. The network topology is designed to address critical information security requirements to protect access to business confidential industry data.

A sub-set of the Agency IT tools are made remotely accessible to external users with appropriate security measures. To this effect, in addition to normal Internet connectivity, dedicated network connections have been established between the Agency and the Commission and the Member State Competent Authorities by means of VPN and/or TESTA

(European Community's own private, IP-based network, dedicated to information exchange between European public administrations).

The ICT Infrastructure Unit is responsible for:

- Ensuring the adequate, continuous and secure functioning and the appropriate evolution and constant improvement of performances of ECHA ICT infrastructure;

- Ensuring active support to all of ECHA's internal and external users in the effective and secure use of basic office productivity and communication tools and of specific IT tools related to ECHA's Business operations;

- Defining the procurement needs and contributing to the management of suppliers and contracts for all ICT infrastructure and services.

A major transformation affecting the organisation and the processes of the Unit was started in 2011 aimed at establishing an ICT Infrastructure Capacity Management function utilising an outsourced hosting services contract, a Service Management Framework - largely inspired by ITIL – and a systematic IT security management system. In this context, the Unit is implementing an architecture able to support the Agency's Business Continuity plans, a service driven organisation and a risk management driven IT security management system. All these results have to be further consolidated in the next years.

The Unit has 18 staff members supplemented by approximately 10 on-site consultants, most of them deployed in the Network Services area.

Tasks and Responsibilities

The IT Officer – Network Services Coordinator, with a solid experience in networking in a corporate environment and a proven ability to take responsibility of managing projects and service delivery processes end-to-end, will be responsible for the coordination of the processes and resources deployed to deliver the services in the following areas: Data Centre Network, Local Area Network, Telephony (infrastructure) and Secure Remote Connectivity, in order to consistently achieve adequate service levels and to enhance the technical solutions according to the evolution of the networking technologies and the business needs.

With a proven experience in the administration of complex corporate networks, a strong customer orientation and an aspiration to develop a career in service management, the Network Services Coordinator will be responsible for the following tasks:

- Further defining the Network Services and the service delivery processes in the context of the Service Management initiative of the Directorate and particularly evolve the Service Management towards measurability of the service levels and continuous improvement. Such definition will consider internal service delivery teams as well as external providers whenever the outsourced hosting provider participates in the delivery of the services;

- Coordinating the service delivery processes and the related internal/external resources to achieve consistently adequate service levels;

- Coordinating the further engineering of the networking solutions, focusing particularly on establishing appropriate configuration and change management processes;

- Interacting constantly with the service managers in charge of user-facing services to ensure smooth end-to-end delivery of the end user services;

- Monitoring constantly the performance of the services in scope and particularly the performance of incident management to ensure overall "customer" satisfaction;

- Contributing to the planning and budgeting cycle of the Unit for the services in scope;

- Coordinating procurement and contract management;

- Acting as project manager for projects related to the networking area;

- Acting as a back-up for the staff members he/she coordinates and performing general network administration tasks if necessary.

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 duties[2];
- Be physically fit to perform the duties[3];
- Have a thorough knowledge of one of the languages of the European Union[4] and a satisfactory knowledge of another language to the extent necessary to perform your duties;
- Be able to communicate in English as this is the working language of ECHA.

---

[1] The Member States of the European Union are: Austria, Belgium, Bulgaria, 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 28(e) of the Staff Regulations of the Officials of the European Communities.

[4] The languages of the EU are: Bulgarian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

2.2. Qualifications

a) Successfully completion of a full course of university studies attested by a degree, where the normal duration of university education is four (4) years or more.

Or

b) Successfully completion of a full course of university studies attested by a degree, where the normal duration of university education is three (3) years and at least one (1) year of professional experience.

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.

2.3. Professional experience

To qualify for this profile, you must have at the closing date for applications a total professional experience[5] of at least six (6) years acquired after achieving the minimum requirements stated out in 2.2 a) and b). At least, three (3) years of your total professional experience must be relevant professional experience[6] in the fields listed below:

Administration of Network Infrastructure:

- Administration of large LAN/WAN Environments with CISCO infrastructure;
- Knowledge of installation, configuration and administration of dedicated Industry standard hardware firewalls, Virtual Private Networks, web proxies and Intrusion Detection Systems in a production environment;
- Installing, configuring and administering VoIP solutions;
- Managing network infrastructure projects, possibly outsourcing part of the work.

---

[5] 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.

[6] Relevant experience should be described in the ECHA CV

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 academic qualifications preferably have been obtained in the following fields:

    o Engineering with a clear focus on Networking and/or Telecommunications;
    o Computer science with a clear focus on Networking;
    o Physics, Mathematics provided you can demonstrate having been specifically trained in Networking technologies.

- Your professional experience: the range of fields covered; the length, type and level of work done and its relevance to the areas of work listed in section 1 and 2.3.

The followings will be considered as assets:

- Proven experience the definition of operational services and organisation of the process to deliver them, possibly establishing/managing ITIL processes;
- Proven experience in network security;
- Experience on large databases and transactional information systems running in a network distributed environment;
- Experience in flexible provisioning of ICT infrastructure capacity.

The academic and professional qualifications, professional experience and knowledge and experience considered as an asset must be described as precisely as possible in the ECHA CV[7] .

4. Interview and written test

If selected for interview and written test, 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 and Biocides legislations;
- Knowledge of effective use of project management methodologies;
- Capability to engineer service delivery processes, end-to-end, with a strong customer orientation;
- Ability to communicate and liaise effectively with other teams/Units in the Agency;
- Excellent command of spoken and written English;
- Ability to work effectively in a multidisciplinary team in a multicultural and multilingual environment.

---

[7]   http://echa.europa.eu/doc/opportunities/jobs/echa_cv.doc.

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

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. Applications

Before applying, you should carefully read the Guide of Applicants[8] 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:

- **ECHA CV**[9]**:** 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 form**[10]**:** https://comments.echa.europa.eu/comments_cms/applicationform.aspx?code=ECHATA2012013

7. Other information

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.

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/10162/13560/mb_07_2009_d_final_implementing_rules_for_the_staff_regulations_temporary_agents_en.pdf
- Conditions of employment of Other Servants of the European Communities:
  http://eur-lex.europa.eu/LexUriServ/site/en/consleg/1962/R/01962R0031-20060701-en.pdf

---

[8] http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf

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

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

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 45/2001[11] on the protection of personal data.

For more information on the protection of personal data, please consult the Guide for Applicants[12].

---

[11]   http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF
[12]   http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf