

ECHA/TRN/2022/014 – Support and Enforcement Unit (A2)

The Support and Enforcement unit - in the Directorate of Submissions and Interaction of the Agency - gives regulatory advice and technical support to industry. Additionally, it provides the Secretariat to the BPR, CLP and REACH Helpdesks' Network (HelpNet) and manages the Secretariat of the Forum for Exchange of Information on Enforcement to facilitate harmonised enforcement activities by national authorities throughout the EU/EEA. The unit also provides registration services for all external enquiries through the Information desk, which acts as the first entry point for all correspondence to ECHA and handles the switchboard.

Assignment

The trainee will work in the Support and Enforcement unit, more specifically in the IT external support (iTEX) team. The trainee will participate in the following tasks:

- Provides support to questions from industry, authorities and other stakeholders on ECHA's submission IT tools (R4BP, ECHA submission portal) and expert support on chemical information disseminated on ECHA's website;
- Manage incidents via the incident management application (BMC Remedy) in accordance with established working instructions;
- Monitor incidents investigated by outsourced IT developers, expand technical competences and contribute to product development following the established service desk workflow;
- Contribute to the transition of ECHA's incident management application from BMC Remedy to Azure DevOps;
- Contribute to the development of the internal knowledge base;
- Contribute to the review of technical Q&As published on the ECHA website;
- Assist the Regulatory Support Team in handling questions on BPR.

Profile

- Completed or undergoing university studies;
- Experience in using MS Office tools;
- Good drafting skills;
- Fluency in English both written and spoken (as this is the working language of the Agency);
- Ability to complete assigned tasks independently and with little direction;
- Excellent communication and interpersonal skills;
- Good time management skills and customer orientation;
- Aptitude for teamwork and collaborating with different stakeholders.

Assets

- Knowledge on requirements under the relevant EU legislations
- Familiarity with ECHA IT tools
- A good command of additional EU languages

Starting Date: 01 March 2022

Duration: 6 months

Deadline for applications: 31 October 2021 at noon 12:00 Helsinki time (11:00 a.m. CET)