

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	ECHA/CA/III/2022/001
Job Title	IT Assistant
Function Group/Grade	Contract Agent, CA FG III (see the Guide for Applicants for more information)
Location	Helsinki, Finland
Publication Date	18 March 2022
Deadline for Applications	20 April 2022, at noon, 12:00 Helsinki time (11:00 CET)

1. Who we are

The [European Chemicals Agency](#) (ECHA) aims to be the centre of knowledge on the sustainable management of chemicals, serving a wide range of EU policies and global initiatives, for the benefit of citizens and the environment. Together with our partners, we work for the safe use of chemicals.

ECHA is an equal opportunity organisation which welcomes applications from qualified professionals all over the European Union and the European Economic Area. We are committed to achieving diversity, as the diversity of ECHA's staff is essential to the Agency's success. We do not discriminate on the grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation. Candidates who are judged to be the most suitable, based on the assessment in the selection process, will be placed on the reserve list.

ECHA achieved excellent results in the most recent staff survey (2021) and has been awarded a recognition as one of [Finland's most inspiring workplaces](#). This acknowledgement signals a high employee engagement level and indicates that the agency develops the organisation, staff wellbeing, operating culture and collaboration together with staff. The recognition is given to Finnish organisations that achieve outstanding results in the PeoplePower® employee survey carried out by Eezy Flow. You can read more about this acknowledgement here: <https://www.innostavimmat.fi/in-english>.

2. Is this job for you?

We are looking for an IT Assistant who has knowledge and is experienced in the different areas of work, related to the IT Workplace and IT support domain (OS, email, device management (e.g.: laptop, mobile phone), supplementary software, printing, account management, identity and access management, firewall rules, remote access solutions, automation tooling, IT systems integration, service management, etc).

The ideal candidate is highly motivated and experienced professional who has a strong customer orientation, communicates clearly, is open to different points of view, has an analytical and problem solving mindset, as well as a strong attitude to work in a team and to share knowledge but also the curiosity and ability to quickly learn new technologies, IT solutions and processes.

3. Key responsibilities

The IT Assistant will work in the Agency's Directorate of Information Systems.

The purpose of the Directorate of Information Systems is to contribute to the achievement of the goals and operational objectives of the Agency by ensuring that all Directorates have the ICT infrastructure, the information systems and the support services that are appropriate to carry out their function. The Directorate of Information Systems manages services to ensure that ECHA's IT infrastructure and products are adequate, available, secure and that they perform. The Directorate ensures that ECHA's IT systems deploy into production and operate smoothly, as well as offering support services to internal and external users.

The IT Assistant will act as the 1st and 2nd line service desk providing support to ECHA staff with advice on how to use various IT services, delivering the service and resolving issues. The IT Assistant will also provide support on the access and use of bespoke applications.

Whilst a solid technical background is necessary, the IT Assistant should also be able to design new and evolve existing IT services with a real focus on delivering additional value to the customer. The IT Infrastructure and Support Unit has a heavy reliance on automation, therefore the ability to design and build automation tools, along with efficient processes are highly desirable.

The IT Assistant has to interface with multiple external parties, thus the ability to build partnerships and manage contracts is one of the key skills.

Our dynamic and constantly changing environment requires a flexible and adaptable mind-set to take on new technologies and tasks.

In particular, the IT Assistant will be responsible for the following tasks:

- Using their technical expertise to analyse and resolve incidents in the team scope;
- Using commercial service management tools (e.g. ticketing system, collaboration tools) and following ITIL practices;
- Providing support on Microsoft solutions (Windows, Active Directory, SharePoint, File share, Office365 etc.);
- Providing support on MS Office applications (Outlook, Word, Excel, PowerPoint, etc.) and ECHA IT bespoke applications;

- Fulfilling service requests efficiently and according to established processes;
- Designing and evolving internal processes and IT services within the scope of the Directorate of Information Systems;
- Interfacing effectively, and building partnerships with external suppliers;
- Managing procurement contracts, including setting up, but also invoicing, budgeting, stock management, asset management, reception of goods, etc.;
- Acting as the central contact point for all IT services, ensuring good analysis and escalation, but also displaying a good knowledge of all the IT services offered;
- Take on a coordination role for critical incidents, or in a crisis situation;
- Keeping documentation up to date, including end-user guidelines;
- Supporting service managers in identifying and resolving problems;
- Managing IT tasks or transformation initiatives as proper IT Projects when requested;
- Performing other duties as required.

4. Eligibility criteria

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

a. 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.

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.

- 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.

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

c. Professional experience

To qualify for this profile, you must have at the closing date for applications a total professional experience⁶ of at least one (1) year acquired after achieving the minimum requirements stated out in section 4.b. of this vacancy notice.

5. Selection criteria

If you meet the eligibility criteria set out in section 4, 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 the next stage of the selection process.

- **Your academic and professional qualifications** and their relevance to the main areas of work listed in section 3;

Preference will be given to academic or professional qualifications obtained in the following fields:

- Computer science
- Information technology and telecommunications
- IT Security
- Engineering

- **Your professional experience:** Preference will be given to candidates having experience in functions similar to those outlined in section 3. The Selection Committee

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 4.b. 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 4.b. 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.

will assess the range of fields covered, the type and level of work done and its relevance to the areas of work listed in section 3.

The following will be considered as **assets**:

- Professional certifications in IT areas (such as systems administration, security, networking, cloud technologies from Microsoft, AWS, VMWare, Cisco, PaloAlto, Oracle, CompTIA or equivalent);
- Project Management / IT Service Management (Prince2, Agile, Scrum, ITIL or equivalent) training or certificate;
- Work experience gained in a similar multicultural environment. Preference will be given to work experience abroad.

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

6. Interview and written test

If selected for interview and/or written test, you will be assessed on the basis of the following criteria:

6.1 Specific knowledge related to the post:

- Knowledge and understanding in your areas of experience that are most relevant to the tasks set out in Section 3;
- Understanding of the role of IT services for ECHA, in relation to the different chemical regulations it implements (e.g. REACH, CLP, Biocides, etc.).

6.2 General competencies⁷ and conduct required for the job:

- Pro-activeness, efficiency and an ability to learn new technologies;
- Strong customer and service orientation;
- Ability to communicate effectively;
- Ability to work under pressure;
- Ability to organise, prioritise and manage several tasks simultaneously to meet deadlines;
- Aptitude for working in a team in a multidisciplinary and multicultural environment.

Your ability to communicate in spoken/written English, and the knowledge, skills and competencies related to the job will be assessed throughout the written tests and interviews.

⁷ You can read more about the general competencies in place in ECHA through the following link:
https://echa.europa.eu/documents/10162/17100/echa_staff_competencies_en.pdf/81a7fbbf-730a-4bc2-9681-24095900028c?t=1476375368217

For native English speakers, your ability to communicate in your second EU language will be tested during the selection process. As this forms part of the general requirements stated under section 4.a General Requirements from above, any failure in proving the satisfactory level of your second EU language would lead to your exclusion from the selection.

Interviews and written tests may be organised **remotely**.

7. 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 4, 5 and 6, you will be placed on the reserve list. The reserve list will be valid for a period of one year, with the possibility of extension.

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

At ECHA, we believe in continuous learning and flexible work assignments to ensure the best use of our human resources and to maintain a high level of staff motivation and expertise. Hence, your career at ECHA, once recruited, may lead you to another role within ECHA in the future.

8. What we offer

a. Engagement and conditions of employment

Successful applicants may be offered an employment contract for three years as a contract agent, in the grade **CA FG III**. 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 with respect to 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.

b. Salary & benefits

The successful candidate will be recruited as a contract agent in Function Group FG III, in grade 8 (with the basic salary starting from € 2.830,56), grade 9 (with the basic salary starting from € 3.202,59) or in grade 10 (with the basic salary starting from € 3.623,53). 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.

In addition to the basic salary, ECHA offers 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>.

9. Other information

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

- **Guide for Applicants:**
https://echa.europa.eu/documents/10162/17100/general_guide_for_applicants_en.pdf/cd910e74-63ba-4cdd-b87f-29f0a77d0fea?t=1646396767190
- **Implementing rules** concerning contract agents:
https://echa.europa.eu/documents/10162/17208/mb_decision_26_2019_mb-54_en.pdf/52f915f8-5cab-2c4f-0e7d-fe53c406311e?t=1562836232408
- **Conditions of Employment of Other Servants** of the European Communities:
<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>
- **Protection of personal data:** The European Chemicals Agency will ensure, on its part, that your personal data is processed as required by Regulation (EU) 2018/1725⁸ on the protection of personal data.

⁸ <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32018R1725&from=EN>