European Agency for the operational management
of large-scale IT systems in the area of freedom, security and justice

CALL FOR AN EXPRESSION OF INTEREST FOR

SECONDED NATIONAL EXPERT

Ref. No: eu-LISA/14/SNE/01.1

Post:	**Application Administrator**
Unit/Department:	Applications Management and Maintenance Unit/Operations Department
Status :	Seconded National Expert (`SNE`)
Place of secondment:	Strasbourg, France
Starting date:	as soon as possible
Lengths of secondment:	**2 years** and it may be renewed if it is justified in the interest of eu-LISA
Level of Security Clearance:	SECRET UE[1]
Parent Directorate-General/Service	DG Home Affairs (BXL)

Closing date for applications	**25 February 2014**[2]

1. THE AGENCY

The European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (hereinafter referred to as `the eu-LISA`) is established under the Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011[3] (hereinafter referred as `the Regulation`).

The seat of the eu-LISA is Tallinn, Estonia. The tasks related to development and operational management of the current and future systems are carried out in Strasbourg, France. A backup site is installed in Sankt Johann im Pongau, Austria.

The eu-LISA is responsible for the long-term operational management of the second generation Schengen Information System (SIS II)[4], the Visa Information System (VIS)[5]

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[1] EC decision of 29 November 2001 amending its internal Rules of Procedure (notified under document number C(2001) 3031) (2001/844/EC, ECSC, Euratom) and EC decision of 3 February 2005 amending Decision 2001/844/EC, ECSC, Euratom (2005/94/EC, Euratom)

[2] Date of publication: 20 January 2014

[3] Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011, OJ L 286, 01.11.2011.

[4] Regulation (EC) No 1987/2006 of the European Parliament and of the Council of 20 December 2006 on establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 381, 28.12.2006, and Council Decision 2007/533 JHA of 12 June 2007 on the establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 205, 7.08.2007.

[5] Regulation (EC) No 767/2008 of 9 July 2008 of the European Parliament and the Council concerning the Visa Information System (VIS) and the exchange of data between member States on short-stay visas (VIS Regulation), OJ L 218, 13.08.2008.

and EURODAC[6]. In the future, it may also be made responsible for the preparation, development and operational management of other large-scale IT systems in the area of freedom, security and justice, if so entrusted by means of separate legal instruments.

Core task of the eu-LISA is to ensure the effective, secure and continuous operation of the IT-systems. It is also responsible for the adoption of the necessary measures to safeguard the security of the systems and the security of data.

Beyond these operational tasks, the eu-LISA is responsible for the tasks related to reporting, publishing, monitoring and organising specific trainings on the technical use of the systems, implementing pilot schemes upon the specific and precise request of the Commission and monitoring the research relevant to the operational management of the systems.

2. THE APPLICATION MANAGEMENT AND MAINTENANCE UNIT

The Application Management and Maintenance Unit is located in Strasbourg. The Unit offers to its customers 24/7 operational support of the applications portfolio (central system) and cost effective solutions that ensure the systems evolutions in line with the business needs and technological progress.

The Application Management and Maintenance Unit have as mission to:

- ensure the 24/7 operational support for the central system application portfolio within the agreed SLAs. Ensure the maintenance (adaptive, corrective and evaluative) of the central system application portfolio;

- ensure, through its Project Management Office (PMO), robust project management structure and pragmatic governance that establish a consistent, predictable and efficient way to manage the on-going and the future projects;

- deliver quality and cost effective IT solutions/evolutions of the applications portfolio that supports the business reality and make the best use of the technology;

- cover activities during the entire project lifecycle, starting with the initial business needs detected or expressed by the Member States, following the cost-benefits analysis and agreement with all the involved parties, contracting services from providers if required (in collaboration with support of Procurement Unit), manage internal tests and tests with Member States, until the implementation;

- ensure, in collaboration with the Security Officer and the Data Protection Officer, that all the IT solutions delivered embed the appropriate level of data and physical security level and compliant with the data protection rules;

- Relate to Member States for operational matters or specific project related aspects (requirements, tests, rollout);

- shape the Test Strategy, carry out all tests related activities (test plans, scenarios, analysis, execution and reporting) and ensure the needed tools to efficiently support the testing process;

- manage efficiently the on-going contracts through close follow up and metrics and assists the Budget and Finance Unit in writing technical specifications for new procurement procedures;

- responsible for the Change Management (including adaptive, corrective and evaluative maintenance) and the Release Management (including management of the test environment);

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[6] Council Regulation (EC) No 2724/2000 of 11 December 2000 concerning the establishment of `EURODAC` for the comparison of fingerprints for the effective application of the Dublin Convention, OJ L 316, 15.12.2000.

- perform for any future IT Systems the feasibility studies, resources needs forecast, development, test and implementation.

3. THE SECONDMENT

SNE`s are seconded to the eu-LISA according to the Decision No 2012-025 of the Management Board of the eu-LISA as of 28 June 2012.

SNE`s should enable the eu-LISA to benefit from the high level of their professional knowledge and experience, in particular in areas where such expertise is not readily available.

The SNE`s employer shall undertake to continue to pay his/her salary, to maintain his/her administrative status throughout the period of secondment. The SNE`s employer shall also continue to be responsible for all his/her social rights, particularly social security and pension.

SNE`s shall assist the eu-LISA statutory staff members. They may not perform middle or senior management duties, even when deputising for their immediate superior. Under no circumstances may an SNE on his/her own represent the eu-LISA with a view to entering into commitments, whether financial or otherwise, or negotiating on behalf of the eu-LISA.

SNE shall carry out the duties and conduct solely within the realm of eu-LISA interests. He/she shall neither seek nor take instruction from any government, authority, organisation or person outside the eu-LISA. He/she shall carry out the duties assigned objectively, impartially and in keeping with his/her duties of loyalty to the European Communities.

The initial period of secondment may not be less than six months or more than two years. It may be renewed once or more, up to a total period not exceeding four years. Exceptionally, at the request of the Unit concerned and where the interest of the service warrant it, the Executive Director of eu-LISA may authorise one or more extensions of the secondment for a maximum of two more years at the end of the four-year period.

The secondment is authorised by the Executive Director of eu-LISA and effected by an exchange of letters between him and the Permanent Representation of the Member State concerned or, the associated countries missions to the EU, and the IGOs.

The SNE is entitled, throughout the period of secondment, to a daily subsistence allowance and a monthly subsistence allowance, applicable to the place of secondment.

4. TASKS AND RESPONSIBILITIES

The Application Administrator ensures the 2nd line of support of the 24/24 7/7 for SIS II, EURODAC and VIS/BMS applications in close collaboration with the internal and external involved parties (Operators, Network Administrators, System Administrators, Application Managers, contractors).
Application Administrator is in charge of the maintenance and technical development necessary to ensure that the systems function at a satisfactory level of operational quality.
The duties described below may imply travels to the eu-LISA backup site in St. Johann im Pongau as well as shift-work or work on duty during nights and/or weekends. Shift work and overnight work on duty will be compensated in time off. No monetary remuneration for the shift-work or work on duty is envisaged.

Under the supervision of the Production Application Support Team Coordinator and reporting to the Head of Applications Management and Maintenance Unit, the Application Administrator shall be responsible for:

- ensuring the 2nd line of support of the 24 hours per day 7 days per week for SIS II, EURODAC and VIS/BMS applications in close collaboration with the involved

parties (Operators, Network Administrators, System Administrators, Application Managers, etc.);

- supporting the helpdesk (manage overall helpdesk activities, acting as an escalation point);
- receiving, investigating and resolving incidents, problems and service requests related to the application, network, systems within his/her competence and coordinate with the internal technical experts or the vendor, in case it is required, for resolution;
- proposing appropriate actions to proactively ensure the respect of all Service Level Agreements;
- in case of incidents, taking the timely corrective actions to ensure the respect of the Service Level Agreements and follow up with the vendor until the correct resolution;
- informing the Application Managers, relevant team leaders, Heads of Units and other involved parties about the incidents' status and the resolutions' progress as well as relevant changes incurred;
- maintaining the applications of the IT systems, managed by the eu-LISA and preparing/implementing possible new technical functions for the existing applications;
- preparing in collaboration with the eu-LISA colleagues and vendors the release packages, if requested by the Production Application Support Team Administrator;
- ensuring that all the documentation is produced or updated, that all components released are described correctly and according to the standards, tested and released as procedures in place require;
- keeping up-to-date all the systems documentation, including contacting and coordinating the gathering of the required inputs from different parties to ensure the completion of the documentation;
- maintaining and administering the user environment if required;
- developing and maintaining software for statistical data collection, processing and dissemination;
- participating in the reporting on the functioning of the IT systems; contributing to the management of the databases of the IT systems, ensuring that any change is reflected in the appropriate documentation;
- performing functional and technical reviews of deliverables concerning the applications within the portfolio;
- participating in the definition and execution of tests if required.

Essential functions and duties may include, but are not limited to, the functions listed above.

5. QUALIFICATIONS AND EXPERIENCE REQUIRED

5.1. Eligibility criteria:

Applicants will be considered eligible for the selection on the basis of the following formal criteria to be fulfilled by the deadline for applications:

- 5.1.1. to have at least 3 years` long full time working experience of IT administrative, legal, scientific, technical, advisory or supervisory functions;
- 5.1.2. to have a thorough knowledge of one of the European Union languages and a satisfactory knowledge of another European Union language to the extent necessary to performance his/her duties. SNE from a non-member country must produce evidence of a thorough knowledge of one European Union language necessary for the performance of the duties;

5.1.3. to be a national of one of the Member States of the European Union, Norway, Iceland, Liechtenstein or Switzerland[7] and enjoy the full rights as a citizen[8];

5.1.4. have worked for the employer on a permanent or contract basis for at least 12 months before the secondment and shall remain in service of the employer throughout the period of secondment;

5.1.5. to be employed by a national, regional or local public administration[9] or and IGO.

Only duly documented professional activity is taken into account.

In case of part-time work the professional experience will be calculated pro-rata in line with the workload stated by the applicant.

Free-lance or self-employed applicants must provide either a practicing certificate (or equivalent), or a copy of the entry in the relevant trade register, or any other official document (for example a tax document) showing clearly the length of the relevant professional experience.

Compulsory military service or equivalent civilian service shall be taken into consideration as professional experience if the official documentation is provided.

5.2. Selection criteria

5.2.1. Professional competencies

<u>The applicant will be required to demonstrate that he/she has:</u>

- proven professional experience of minimum one year in the operational management of large-scale IT systems in the area of freedom, security and justice at EU level;
- experience in the daily operation of IT systems with high availability requirements;
- experience in working with Oracle 10g or Oracle 11g, Unix and Weblogic;
- knowledge of and/or work experience in the specification and development of operational processes in the IT field;
- knowledge of the following domains: local network administration, firewall administration, system administration, database administration, web server administration, messaging middleware administration, system monitoring administration;
- experience in software development of large IT systems and/or testing, or work experience in the field of execution or testing business continuity or disaster recovery plans;
- experience supporting the organisation and coordination of activities related to a 2nd line of support that is working on shift 24 hours per day and 7 days per week (e.g. internal training activities, tasks follow-up, documentation);
- experience in ITIL v3 processes.

5.2.2. Personal qualities

<u>Attributes especially important to this post include:</u>

- good organisational skills;

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[7] Appointment of staff form countries associated with the implementation, application and development of eth Schengen acquis and EURODAC-related measures is subject to the conclusion of the arrangements defined in article 37 of the founding Regulation of the Agency.

[8] Prior to any appointment, the successful applicant will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

[9] The Public administration means all State administrative services at central, federal and regional level, comprising ministries, government and parliament services, the courts, central banks, and the administrative services of local authorities, as well as the decentralised administrative services of the State and of such authorities

- ability to work under pressure and respond to changes in a rapidly evolving work environment;
- supportive and helpful personality, with co-operative and service oriented attitude;
- good communication and interpersonal skills;
- ability to cooperate smoothly in the multicultural environment;
- excellent problem analysis and solving skills.

6. EQUAL OPPORTUNITIES

The eu-LISA applies an equal opportunities policy and accepts applications without distinction on grounds of sex, race, colour, ethic 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.

7. SELECTION PROCEDURE

The selection procedure includes the following steps:
- the Selection Committee designated by the eu-LISA Executive Director is set up for the selection procedure;
- after registration, each application is checked in order to verify whether the applicant meets the eligibility criteria;
- all the eligible applications are evaluated by the Selection Committee based on the selection criteria defined in the vacancy notice;
- the best-qualified applicants, who obtained the highest number of points are short-listed for an interview;
- the interview is held in English;
- during the interview, the Selection Committee examines the profiles of applicants and assesses their relevancy for the post in question;
- shortlisted applicants may be required to undergo written competency test and complete part of the process in their second EU language;
- applicants invited to an interview will be requested to present, on the day of the interview, originals of their evidence of their professional experience, clearly indicating the starting and finishing dates, and the workload;
- as a result of the interviews, the Selection Committee recommends the most suitable applicants for the post in question. Suitable applicants are put on reserve list, which may also be used for recruitment to a similar post depending on the needs of the eu-LISA and budgetary situation, and shall be valid until **29 February 2016** (the validity period may be extended). Each applicant will be informed whether or not he/she has been placed on the reserve list. **Applicants should note that inclusion on a reserve list does not guarantee secondment.**

Please note that the Selection Committees work and deliberations are strictly confidential and that any contact with its members is strictly forbidden.

8. PROTECTION OF PERSONAL DATA

The eu-LISA ensures that applicants' personal data are processed in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data (12.1.2001, OJ, L 8). Please note that the eu-LISA will not return applications to applicants. This applies in particular to the confidentiality and security of such data.

The purpose of processing personal data is to enable selection procedure.

The selection procedure is conducted under the responsibility of the eu-LISA's Human Resources and Training Unit, under the Resources and Administration Department. The controller for personal data protection purposes is the Head of the HR and Training Unit.

The information provided by the applicants will be accessible to a strictly limited number of staff members of the HR staff, to the Selection Committee, and, if necessary, to the Legal Officer of eu-LISA.

Almost all fields in the application form are mandatory; the answers provided by the applicants in the fields marked as optional will not be taken into account to assess their merits.

Processing begins on the date of receipt of the application. Data storage policy is as follows:
- for applications received but not selected: the paper dossiers are filed and stored in archives for **2 years** after which time they are destroyed;
- for applicants placed on a reserve list but not recruited: data is kept for the period of validity of **the reserve list + 1 year** after which time they are destroyed;
- for recruited applicants: data is kept for a period of **10 years** as of the termination of employment or as of the last pension payment after which time they are destroyed.

All applicants may exercise their right of access to and right to rectify personal data. In the case of identification data, applicants can rectify the data at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications` submission.

Any substantiated query concerning the processing of his/her personal data can be addressed to the HR and Training Unit at HOME-EULISA-SNEPOSTING@ec.europa.eu.

Applicants may have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

9.   APPLICATION PROCEDURE

Applications must be sent by the Permanent Representation of the State to the following e-mail address before the deadline: HOME-EULISA-SNEPOSTING@ec.europa.eu. Please liaise with your Permanent Representation to ensure that your application meets deadline.

The closing date for submission of applications is: **25 February 2014 at 23.59 Tallinn time.**

For applications to be valid, applicants shall include the following documents:

- an application form duly signed and completed, provided on DG Home website http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/agency/index_en.htm;
- proof of the national administration authorisation – Form 1A (Employer authorization for SNE applicant to be found also on DG Home website);
- a copy of security clearance.

The subject of the e-mail should include the reference of the Call of an Expression.

Applications delivered in hand will not be accepted.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false, the applicant in question will be disqualified.

Incomplete applications and applications sent to the eu-LISA after the deadline will be disqualified and treated as non-eligible.

Only applicants selected for the interview will be contacted.

In case of any queries about the selection process, please contact through the e-mail: HOME-EULISA-SNEPOSTING@ec.europa.eu