

Executive Agency for Competitiveness and Innovation (EACI)

VACANCY NOTICE FOR TEMPORARY AGENT POST OF:

IT Assistant

(REF.: EACI/AST/001/2012)

Applications are invited for a position of IT Assistant at the Executive Agency for Competitiveness and Innovation (EACI). The EACI was established by Commission Decisions No. 2004/20/EC of 23 December 2003 and No. 2007/372/EC of 31 May 2007, in application of Council Regulation (EC) No. 58/2003.

LOCATION: BRUSSELS

THE EXECUTIVE AGENCY FOR COMPETITIVENESS AND INNOVATION (EACI)

Energy, transport, environment, competitiveness, innovation - Europe today is up against extraordinary challenges but also great opportunities. To deliver efficiently high-quality European programmes and initiatives in these areas, the European Commission has set up the Executive Agency for Competitiveness & Innovation (EACI) to manage on its behalf:

- Intelligent Energy – Europe
The power to innovate
- Marco Polo
New ways to a green horizon
- Enterprise Europe Network
Business support on your doorstep
- Eco-innovation
When business meets the environment

Intelligent Energy - Europe, Enterprise Europe Network and Eco-innovation form part of the EU's framework programme for competitiveness and innovation (CIP).

Located in Brussels, the EACI is operational since 2005 and its official lifetime runs until 31 December 2015 at least (the duration of the Agency's mandate might be further extended after this date).

We are an international team of about 150 specialists on energy, the environment, business support, multi-modal transport, communication and finance. Our 7 units include both European Commission officials and professionals coming from the private sector.

The Agency reports to four Directorates-General of the European Commission – Energy (ENER), Transport (MOVE), Enterprise and Industry (ENTR), and Environment (ENV) – which remain responsible for programming and evaluation.

More information on the EACI: <http://ec.europa.eu/eaci>

Competitiveness and Innovation Framework Programme: <http://ec.europa.eu/cip>

PROGRAMMES CURRENTLY MANAGED BY THE EACI

Intelligent Energy – Europe

By improving energy efficiency and encouraging the wider uptake of renewable energies, the Intelligent Energy-Europe (IEE) programme works to make Europe more competitive and innovative while, at the same time, helping it to deliver on its ambitious climate change objectives.

To date, IEE has supported more than 500 European multi-annual projects, and more than 80 local and regional energy agencies.

Its global budget of €730 million for the period 2007-13 is used to support European projects under annual calls for project proposals. Funding covers up to 75% of the eligible project costs.

The Commission's "parent-DG" of the EACI in relation to the IEE programme is DG ENER.

IEE programme website: <http://ec.europa.eu/intelligentenergy>

Enterprise Europe Network

The Enterprise Europe Network offers support and advice to European small- and medium-sized businesses (SMEs), promoting competitiveness and innovation at the local level in Europe and beyond.

Made up of around 570 partner organisations in 44 countries, it helps companies to make the most of the opportunities in the European Union. It is Europe's largest business and technology network, helping SMEs to enter new markets, find business partners and source or sell new technologies and ideas.

The "parent-DG" of the EACI in relation to the business support network is DG ENTR.

Enterprise Europe Network website: <http://ec.europa.eu/enterprise-europe-network>

Eco-innovation

Through the Eco-innovation funding scheme, the EU wants to support innovative products, services and technologies that can make a better use of our natural resources and reduce Europe's ecological footprint.

With its objective to bridge the gap between research and the market, CIP Eco-innovation contributes to the implementation of the Environmental Technologies Action Plan (ETAP).

The "parent-DG" of the EACI in relation to Eco-innovation is DG ENV.

Eco-innovation website: <http://ec.europa.eu/ecoinnovation>

Marco Polo

Marco Polo is the European Union's funding programme for projects which shift freight transport from the road to sea, rail and inland waterways.

The current, second Marco Polo programme runs from 2007-13 and has a budget of some €450 million. Compared to the first programme it includes additional funding areas ("motorways of the sea", "traffic avoidance") and covers more countries.

The Commission's "parent-DG" of the EACI in relation to the Marco Polo programme is DG MOVE.

Marco Polo website: <http://ec.europa.eu/marcopolo>

JOB DESCRIPTION

IT Assistant

General information

As regards IT applications, the Agency's strategy is to use, as far as possible, corporate systems already implemented at the level of the Commission. Almost all the IT needs of the Agency in the fields of project management, communication, finances, staff management and document management are met by using these corporate systems. A new post will reinforce the small IT team ensuring the user support.

Overall purpose

Contribute to the overall IT strategy and development of the Agency and provide a support to the end-users in the agency on IT applications and the equipment.

Functions and Duties

IT strategy

- Contribute to the preparation of strategic documents (IT annual master plan);
- Follow up the Commission's framework contracts to establish the agency's IT procurement strategy;
- Advise the management on IT matters.

IT tools

- Analyse the user requirements and identify improvements; ensure a coordination among several groups of users of the Programmes managed by the Agency;
- Represent the Agency in the relevant Project boards / Change Control boards for corporate IT systems;
- Ensure the maintenance and functional improvements of in-house developments; update the technical and user documentation.

IT systems management

- Conduct computer diagnostics to determine nature of problems, provide technical assistance and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications;
- Propose purchase / renewal of hardware and software when needed, in compliance with the Commission policy;
- Perform physical IT inventory scanning exercise.

Help Desk

- Answer questions or resolve computer problems on local level;
- Assist end-users to understand and use the computer hardware and software relevant to their work in order to achieve the best result;
- Provide user support related to the local information systems for which he/she is responsible;
- Ensure the follow-up of incidents.

QUALIFICATIONS AND EXPERIENCE REQUIRED

A. Eligibility criteria

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

1. A post-secondary education attested by a diploma, or a secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of three years.

(Only study titles that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.)

2. By the closing date for applications candidates must, after obtaining the qualifications mentioned in point A(1), have acquired **at least 6 years** of relevant professional experience¹;
3. To have a thorough knowledge of at least two official languages of the European Union;
4. To be a national of a member state of the European Union, Norway, Iceland or Liechtenstein;

¹ Professional experience is counted only from the time you obtained the education requirements for being eligible. At a later stage, you will be asked to provide supporting documents confirming the length and the level of your professional experience.

5. To be entitled to his or her full rights as a citizen;
6. To have fulfilled any obligations imposed by the applicable laws concerning military service;
7. To meet the character requirements for the duties involved;
8. To be physically fit to perform the duties linked to the post².

B. Selection criteria

Essential

1. Studies in a field related to the profile of the post and/or relevant additional studies, training or certification in the field of IT;
2. Minimum 3 years of the professional experience required in the point A.2 here above must be acquired in positions with responsibilities and duties relevant to the post;
3. Proven experience and understanding of mixed architecture corporate computer network management and skills to make small software developments using 4th-generation programming languages;
4. Good team worker and ability to cooperate with internal customers;
5. Ability to help define, capture and document business processes and IT technical architectures;
6. Good drafting skills;
7. Very good oral and written command of English.

Advantageous

1. Knowledge of the IT environment and procedures of the European Commission;
2. Knowledge of software development technologies used by the European Commission and the Agency (ColdFusion, php and Oracle database management);
3. Recent trainings in computer system administration, database administration, software development;
4. Experience with an application development methodology, preferably RUP (Rational Unified Process);
5. Ability to write and describe orally complicated program or project issues in simple terms;
6. Ability to work under pressure and manage his/her responsibilities within tight deadlines;

² Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order that the Executive Agency for Competitiveness and Innovation may be satisfied that he fulfils the requirement of article 28(e) of the Staff Regulation of the Officials of the European Communities.

7. Previous professional experience in an international and multicultural environment;
8. Good oral and written command of French.

EQUAL OPPORTUNITIES

The European Union institutions apply a policy of equal opportunities and accept applications without discrimination on the ground 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.

APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The jobholder will be appointed on the basis of a shortlist proposed by the selection committee. Only the best candidates, with the most suitable applications, will be admitted to the next stage of the selection procedure. The shortlist of candidates will be established following an open selection procedure organized in six steps as follows:

1. All applications will be screened against the eligibility and formal criteria;
2. The selection committee will analyse the motivation letter and CV of eligible applicants against the selection criteria. It will establish a short list of applicants whose applications most closely match all listed requirements of the post;
3. The selection committee will interview the short listed candidates;
4. Written tests, including a competence test linked to the profile of the post and a multiple choice questionnaire testing the knowledge of the EU institutions and policies and of the EACI, will be organised simultaneously or at a later stage (both tests will be in English);
5. On the basis of the interview and test results, a list of suitable candidates will be established;
6. Suitable candidates may be recruited or put on a reserve list for future similar positions within the Agency, upon decision of the Agency's appointing authority, possibly after interview of the candidates by the appointing authority and/or one of his representatives. Candidates should note that inclusion on the reserve list does not guarantee recruitment.

A contract offer, linked to the determined life of the Agency, will be made as a temporary staff member pursuant the Article 2(a) of the Conditions of Employment of Other Servants of the European Communities until maximum 31 December 2015, with the possibility of renewal (a second renewal of the contract will lead to a contract of indefinite duration), subject to the duration and the scope of the Agency's mandate.

Candidates from Norway, Iceland and Liechtenstein may only be hired subject to the conclusion of the relevant agreements with the respective countries and the availability of additional contributions to the budget of the Community programmes' with which the Agency will be entrusted.

The place of employment will be Brussels, Belgium, where the Agency has its premises.

The successful candidate will be recruited in the grade AST 3.

The reserve list will be valid for 12 months from the date of its establishment. The validity of the reserve list could be extended if the Agency Director so decides.

For further information on working conditions of temporary agents see:

[European Personnel Selection Office \(EPSO\)](#)

APPLICATION PROCEDURE

Applications not fulfilling the criteria set out in this vacancy notice will not be considered.

It is your responsibility to complete your online registration before the deadline for submission of applications. We strongly advise you not to wait until the last few days before the deadline, since heavy Internet traffic or a fault with your Internet connection could lead to the online registration being terminated before you have completed it, thereby obliging you to repeat the whole process. You will no longer be able to register your application once the deadline for the submission of registration has passed.

To be able to apply via the **EU CV online database**, candidates must first create an account or register to their active account in the latter database. On completion of your online registration, you will receive on screen a confirmation number which you must note. This will be your reference for your application. Once you receive this confirmation, the process is finished. It is the confirmation that we have registered the data you entered. If you do not receive a number, your application has not been registered! You can update your application until the closing date without modifying the data in your e-CV.

On-line registration will not be possible after the closing date for applications. Please indicate in your on-line application any special arrangements that may be required if you are invited to attend an interview.

Deadline for applications: **15 February 2012 at 12:00 (Brussels time)**.

If at any stage in the procedure it is established that any of the information a candidate provided is incorrect, the candidate in question will be disqualified.

To continue and apply online:

[click here](#)

APPEAL PROCEDURE

A candidate who feels that a mistake has been made regarding eligibility of his/her application may ask to have it reconsidered by sending, within 20 calendar days of the date on the e-mail notifying the rejection of his/her application, a request for review, quoting the reference number of the selection procedure concerned to the Chairman of the Selection Board at the following address: EACI-HR@ec.europa.eu.

The selection board will reconsider the application and notify the candidate of its decision within 45 calendar days of receipt of the letter.

DATA PROTECTION

The purpose of processing of the data submitted by candidates is to manage the applications in view of a possible pre-selection and recruitment at the EACI. The personal information requested from candidates will be processed in line with Regulation (EC) N°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.

[Privacy statement](#)