



SINGLE RESOLUTION BOARD

VACANCY NOTICE

ICT HELPDESK AND USER SUPPORT ASSISTANT (SRB/AST/2015/002)

| | |
|---------------------------------------|---------------------|
| Type of contract | Temporary agent |
| Function group and grade | AST 3 |
| Duration of contract | 3 years (renewable) |
| Area | Corporate Services |
| Place of employment | Brussels, Belgium |
| Estimated monthly basic salary | 3,424.90€ |
| Deadline for applications | 12 October 2015 |
| Reserve list valid until | 31 December 2016 |

The SRB

The **SRB** is the European resolution authority within the European Banking Union and **the second pillar of the newly created Banking Union and its "Single Resolution Mechanism" (SRM)**. It works in close cooperation with the national resolution authorities of participating Member States, the European Commission and the European Central Bank in particular.

Its mission is to ensure an orderly resolution of failing banks with minimum impact on the real economy and on public finances of the participating Member States and beyond.

The SRB will also be responsible for managing the Single Resolution Fund, which is established by the Single Resolution Mechanism to ensure that medium-term funding support is available while a credit institution is being restructured and/or resolved.

The SRB is a self-financed agency of the European Union.

The SRB will carry out specific tasks to prepare for and carry out the resolution of a bank that is failing or likely to fail.

The job

The SRB is organising a call for expressions of interest with a view to establishing a reserve list of Temporary Agents for the position of ICT Helpdesk and User Support Assistant within the ICT Sector of the Corporate Services Unit.

1. Profile

The jobholder will coordinate the user support activities of the Agency, in cooperation with colleagues and line management, gaining the trust and confidence of the customers.

1.1 Tasks

The main duty of the ICT Helpdesk and User Support Assistant will be, in cooperation with other IT colleagues, to ensure the following tasks are performed:

- Solving and responding to customers' IT queries and issues, either in person, over the phone or via e-mail;
- Investigating and identifying the nature of problems;
- Guiding customers patiently for troubleshooting the problems of their computers;
- Follow up with customers to ensure issue has been resolved;
- Collecting feedback from customers and providing feedback to the senior supervisors about the working problems of the customers and any other issues with the ICT Systems;
- Administering users' workstations;
- Executing basic system administration tasks delegated by system administrators (administration of active directory, groups, distribution lists, mailboxes etc.);
- Executing first-level application administration tasks;
- Providing expertise and assistance to users in the area of administration of simple databases and web applications;
- When required, seeking help from the system administrators or management;
- Writing training manuals and provide training to end users;
- Notifying system administrators and the management of irregular behaviour of computer systems;
- Notifying the management of special requests which do not fit under predefined procedures;
- Installing computer peripherals;
- Installing, modifying, and repairing computer hardware and software;
- Cleaning up computers;
- Managing and servicing printers;
- Resolving technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems;
- Performing diagnostics to determine malfunctions that continue to occur;
- Providing support for VoIP phones, mobile phones and smartphones;
- Providing support for audio and videoconference equipment;
- Keeping the team informed of the technological developments in the field of ICT;
- Liaising with the Central helpdesk of the European Commission (ITIC service);

- Performing other relevant duties as requested.

Qualifications and experience required

2. Eligibility criteria

2.1 General conditions

By the closing date of this call candidates must:

- be nationals of a Member State of the European Union;
- be able to serve a full 3-year term before reaching the retirement age of 65;
- enjoy their full rights as citizens;
- have fulfilled any obligations imposed by national laws concerning military service;
- meet the character requirements for the duties involved;
- be physically fit to perform their duties¹.

2.2 Education

A level of post-secondary education in a field relevant to the position (Computer Science, Engineering, Informatics, etc.) attested by a diploma and after having obtained the diploma at least **3 years** of appropriate professional experience;

OR

A level of secondary education attested by a diploma giving access to post-secondary education, in a field relevant to the position (Computer Science, Engineering, Informatics, etc.), and appropriate professional experience of at least **6 years**;

Only qualifications issued by EU Member State authorities and qualifications recognised as equivalent by the relevant EU Member State authorities will be accepted.

2.3 Experience

Candidates must have, at the closing date for applications, professional experience directly relevant to the tasks of at least 3 years².

¹ Before taking up his/her duties, the successful candidate will undergo a medical examination by one of the institutions' medical officers.

² Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to the profile in question. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Fellowships, grants and PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once (e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be

2.4 Languages skills

As the predominant working language of the SRB is English, candidates must therefore have an excellent command of spoken and written English (Note: Native English speakers will be required to demonstrate knowledge of a second EU language at interview stage). Candidates must also have a satisfactory knowledge of another official language of the European Union³.

3. Selection criteria

Essential:

- Suitability to perform the tasks described in Section 1.1;
- Advanced skills in informatics, software and hardware;
- Knowledge of a broad range of contemporary products and technologies;
- Knowledge of and practical experience with ITIL;
- Excellent problem solving and troubleshooting skills;
- Good organisational skills;
- Good training skills;
- Ability to work comfortably without close supervision, yet know when to involve others and provide feedback;
- Sharing information and supporting team members in the attainment of common goals;
- Ability to adapt easily to changing priorities and multitasking;
- Customer orientation.

Advantageous:

- Experience in working during the start-up phase of an organisation;
- Experience in working in a multicultural environment, preferably with a multidisciplinary approach.
- Good knowledge of French language;
- Professional certificates for relevant technologies
 - Microsoft Windows 7 Desktop - Advanced administration
 - Microsoft Office - Advanced administration
 - Microsoft Windows Server – Basic administration
 - MCDST, MCSA Windows 7 or equivalent certification
 - MOC (Microsoft Official Curriculum) on the above specified subjects
 - Microsoft Exchange;
 - Microsoft SharePoint;
 - Microsoft Lync

added to the period of the former).

³ Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

- Cisco CCENT, CCNA, CCNP, CCIE
- VMWare
- Relevant trainings in the ICT area;
- Previous working experience in the EU institutions;
- Experience of working in line with EU security regulations (e.g. Commission Decision 2001/844/EC).

The selection process

4. How to apply

You may apply through the EU CV Online system⁴.

To be able to apply online via the EU CV online database, candidates must first create an account or sign in to an existing account. If not done already, candidates must first fill in the electronic CV. Applications shall be made in English. Once the CV is completed, candidates may choose and apply to the call of interest of their choice. Candidates are advised to fill out all relevant fields of the application. All technical questions concerning EU CV online must be sent through the Contact page of EU CV online.

Before applying, you should carefully check whether you meet all the eligibility criteria.

It is your responsibility to complete your online registration in time. We strongly advise you not to wait until the last few days before applying, since heavy internet traffic or a problem with the internet connection could lead to your online registration being interrupted before you complete it, thereby obliging you to repeat the whole process. Once the deadline has passed, you will no longer be able to register.

No supporting documents are required at this stage – these will be required later on in the recruitment process (see section 5.3).

On completion of your online registration, you will receive on screen a registration number, which you must note. Once you receive this number, the registration process is finished. This will be your reference number in all matters concerning your application. If you do not receive a number, your application has not been registered!

An acknowledgement of your application will be sent to the e-mail address indicated in your application. It is your responsibility to verify that you provide the correct e-mail address.

Deadline for applications: 12 October 2015 (12:00 – midday, Brussels time)

You may apply at:

https://ec.europa.eu/dgs/personnel_administration/open_applications/CV_Cand/index.cfm?fuseaction=premierAcces

⁴ EU CV Online is the tool used by the European Commission for recruitment of staff on temporary basis.

If you have a disability that prevents you from registering online, you may submit your application (CV and letter of motivation) on paper by registered mail⁵, postmarked no later than the closing date for registration. All subsequent communication between the SRB and you will be by post. In this case, you must enclose with your application a certificate attesting your disability, issued by a recognised body. You should also set out on a separate sheet of paper any special arrangements you think are needed to make it easier for you to take part in the selection.

If you require more information and/or encounter technical problems, please send an e-mail to SRB-RECRUITMENT@ec.europa.eu.

5. Steps of the selection procedure

5.1 Admission to the selection procedure

After the deadline for online registration, the selection committee will check the submitted applications against eligibility criteria described in Section 2. Applications satisfying these conditions will then be assessed against the selection criteria under Section 3.

5.2 Initial assessment of the applications

The selection committee will assess each eligible application according to the qualifications and training, professional experience and motivation of the candidate with respect to the profile described in Section 1.1.

5.3 Invitation to assessment phase

Following the initial assessment of the applications, the most suitable candidates for the post will be invited to an interview which will be held in Brussels. Apart from the interview, the assessment of candidates at this stage may also involve additional tests.

Details of the time, date and address of the interview will be communicated to candidates in due time.

Candidates will be requested to submit, if successful and considered for recruitment, originals or certified copies of their diploma(s) and evidence of their professional experience, clearly indicating the starting and finishing dates, the function(s) and the exact nature of the duties carried out. Prior to contract signature, the successful candidate(s) will be required to provide original versions of documents proving the eligibility criteria.

5.4 The assessment phase

An interview and any other test(s) with the selection committee will enable it to carry out an assessment of the candidate according to the selection criteria described in Section 3.

⁵ European Commission, Directorate General for Financial Stability, Financial Services and Capital Markets Union, Taskforce for the creation of the Single Resolution Board, SPA2 09/29, B-1049 Brussels.

The assessment phase will be conducted in English.

5.5 Verification of documents and scrutiny

The candidates' application will be checked against supporting documents provided in order to confirm the accuracy and eligibility of the application.

If, at any stage in the procedure, it is established that the information in an application has been knowingly falsified, the candidate will be disqualified from the selection process.

You will also be disqualified if you:

- do not meet all the eligibility criteria;
- do not provide all the required supporting documents.

5.6 Reserve list

The selection committee will place the most suitable eligible candidates on a draft reserve list. This draft will be submitted to the Chair of the SRB for approval. The adopted reserve list will be valid until 31 December 2016. Reserve lists may be extended by decision of the SRB. Prior to being offered a post, candidates on a reserve list may be required to undergo further evaluation by the SRB (e.g. including a further interview).

Inclusion on a reserve list does not imply any entitlement to employment in the SRB.

Other important information

6. General information

6.1 Equal opportunities

The SRB applies a policy of equal opportunities and accepts applications without discrimination on any grounds.

6.2 Selection committee

A selection committee will be appointed. Please note that the selection committee's internal proceedings are strictly confidential and that any contact with its members is strictly forbidden.

6.3 Approximate timetable

The selection process may take some months to be completed; no information will be released during this period. The selection panel intends to finalise the recruitment process for this vacancy the fourth quarter of 2015, with a view for the first selected candidates to take office in early 2016.

6.4 Recruitment conditions / Career

Successful candidates may be offered a contract as a temporary agent in accordance with the conditions of employment of other servants of the European Communities for an initial period of 3 years, renewable for another period of 3 years. After the second period, the contract may be renewed for an indefinite period.

The place of employment is Brussels (Belgium), where the SRB is based.

6.5 Remuneration

Successful applicants who are offered a contract of employment will, on their entry into service, be placed in step 1 or step 2 of the AST 3 grade, according to the length of their professional experience. The basic monthly salaries for grade AST 3 Officers, as at 1 January 2014 in Brussels, are:

- Step 1: 3,424.90€
- Step 2: 3,568.82€

In addition to the basic salary, staff members may be entitled to various allowances, in particular expatriation allowance, household allowance, dependent child allowance and education allowance. The salary is subject to a Community tax deducted at source and staff members are exempt of national taxation.

6.6 Protection of personal data

As the body responsible for organising the competition, the SRB ensures that applicants' personal data are processed as required by 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 (Official Journal of the European Communities, L 8 of 12 January 2001). This applies in particular to the confidentiality and security of such data.

6.7 Appeal procedure

If a candidate considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of employment of other servants of the European Communities, at the following address:

SRB
Selection procedure: Ref. SRB/AST/2015/002
Rue de la Science 27, Office 0/020
1049, Brussels,
BELGIUM

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure (see Staff Regulations as modified by Council Regulation No 723/2004 of 22 March 2004 published in the Official Journal of the European Union L 124 of 27 April 2004 – <http://europa.eu/eur-lex>) starts to run from the time the candidate is notified of the act adversely affecting him/her.