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## *IT Service Officer - Network & Telecommunications*

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Vacancy notice COM/2021/2973

Unit - DIGIT.C4.002 Luxembourg

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### **We are**

The Directorate-General for Informatics (DIGIT) is responsible for the management and co-ordination of information and telecommunication technology for the Commission's services and, in particular, for identifying, articulating and implementing a modern and dynamic corporate Information Technology vision and a strategy which is fully aligned with the Commission's overall priorities, in close cooperation with the IT governance structures.

Our unit provide the Commission with secure, reliable and high-performance corporate network and telecommunication infrastructures and services.

This encompasses data network services supporting internal and external data communications, data network security services (Secure access to web applications, Teleworking remote access services, firewall services, etc), fixed and mobile telephony services, IP TV and videoconference services.

### **We propose**

There is currently an open vacancy in DIGIT.C4.002 According to Article 29 of the Staff Regulations, the candidatures from officials of the Institutions and laureates of competitions have precedence over candidatures from other categories of persons. The post is therefore also published internally in the Commission and inter-institutionally, and it is brought to the attention of competition laureates via the appropriate channels. However, should no suitable candidate be found among the aforementioned categories, it would be possible to consider other candidates, for a temporary agent position.

For these reasons, any person fulfilling the selection requirements may express his/her interest for the post.

The position of Service Manager within "Telecommunication Applications" Sector, combines the responsibility to manage, together with a team of external contractors, the current videoconferencing and telephony solutions as well as a role to develop the service offering in the domain by using cloud based or open source solutions.

This job encompasses several of the following activities:

- INFORMATION and COMMUNICATION TECHNOLOGIES
  - To participate in the elaboration of call for tenders and specifications concerning service or tasks subcontracting;
  - To define and implement new service and service evolution strategies, in accordance with related services and user requirements, and to identify new technologies and technical needs;
  - To follow-up daily operations and ensure the expected run of the services;
  - To contribute to organizing the service according to ITIL best practices and to define and apply quality plans and methods in conformity with DIGIT recommendations;
  - To monitor and assure subcontracted daily network operations and telecommunications services, and to manage contractor performances and SLA achievements;
  - To provide reporting on services under his/her responsibility. This reporting includes written documents and oral presentations. To evaluate the service, performing critical reviews of the offered service in terms of competition, risks, and cost/benefit analysis.
- PROGRAM / PROCESS / PROJECT MANAGEMENT
  - Ensure that project progresses as schedule regarding timeframe, resources and expenditure, pre-defined quality and specification, and take appropriate remedial action in case of deviations;
  - Participate to the elaboration of project strategies and planning, define work plan and deliverables, supervise the project review and deliverables, organise quality control, identify and analyse (potential) risk and define and implement risk reduction actions, report on project status, organise change control;
  - Implement assigned activities in accordance with established principles of project / process management;
  - Report on project teams activities and maintain project scoreboards;
  - Co-ordinate and liaise with project owners in operational units and the colleagues working in the same business area;
- TECHNICAL ANALYSIS and ADVICE
  - To participate in functional and technical working groups;
  - To provide assistance and consultancy tasks to DGs, Offices, Agencies;
  - To follow-up the market and technical evolutions;
  - To give advice and prepare briefings to hierarchy;

## **We look for**

We are looking for an enthusiastic IT professional desiring to work in a team composed of five officials, having the challenging but exciting following responsibilities:

- Improve current service offering in the public Cloud, implementing infrastructure as a code solutions with Open Source software components, deployable as part of a DevSecOps pipeline;
- Design and implement the software offering for the on premises Cloud Infrastructure;
- Take ownership of Proxy services, driving the transition towards Open Source solution;
- Cooperate within the Sector and with DIGIT.C unit delivering cloud services;
- Cooperate with another unit (Digit.S2) for Security Monitoring activities.

An enthusiastic and motivated IT telecommunications professional willing to work in a unit with a great team spirit with a good knowledge of network and telecommunications infrastructures as well as market trends. Excellent service minded attitude, good communication skills, good organisational and analytical skills, good capacity to work autonomously, will to sustain an organisation to continuously improve its actual way of delivering services, if possible experience in service management best practices or project management and cloud solutions.

	Listening	Reading	Spoken interaction	Spoken production	Writing
English	C2	C2	C2	C2	C2
French	B1	B1	B1	B1	B1

In order to be eligible for the post, the candidate must, as a minimum, fulfil the following conditions:

- (a) be a national of one of the Member States of the Union and enjoy his/her full rights as a citizen;
- (b) to have fulfilled any obligations imposed on him/her by the laws concerning military service;
- (c) produce the appropriate character references as to his/her suitability for the performance of his/her duties;
- (d) be physically fit to perform his/her duties; and
- (e) produce evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of his duties.

In addition, candidates must have at least:

- (a) a level of education corresponding to at least 4 years' completed university studies in information and communication technology attested by a diploma, followed by a minimum of 6 years' professional experience in ICT, or

(b) a level of education corresponding to at least 3 years' completed university studies attested by a diploma, followed by a minimum of 7 years' professional experience in ICT, or

(c) a level of education corresponding to at least 4 years' completed university studies attested by a diploma, followed by a minimum of 10 years' professional experience in ICT or

(d) a level of education corresponding to at least 3 years' completed university studies attested by a diploma, followed by a minimum of 11 years' professional experience in ICT.

## **Selection procedure**

No applications will be accepted after the closing date of the vacancy.

The selection panel will choose a limited number of candidates for interview, based on the CV and motivation letter that they submitted.

Due to the large volume of applications received only candidates selected for interview will be notified.

Should they be chosen, candidates will be requested, as part of the actual recruitment procedure, to supply documentary evidence, in original, in support of the statements made in the application.

For functional reasons and in order to complete the selection procedure as quickly as possible in the interest of the candidates as well as that of the institution, the selection procedure will be carried out in English and/or French only.

Should a position be offered, candidates will be required to undergo a mandatory pre-recruitment medical check-up, carried out by the Commission medical service.

## **Type of contract**

The successful candidate will be engaged as a temporary agent under Article 2(b) of the CEOS in function **group AD, grade 7**.

He/she will be classified depending on the length of his/her previous professional experience in step 1 or step 2 within that grade, in accordance with Commission Decision C(2013)8970.

The duration of the contract is for **three years**.

Applicants should note the requirement under the Staff Regulations for all new staff to complete successfully a nine-month probationary period.

For any further information on contractual and working conditions, please refer to the Conditions of Employment of Other Servants of the European Communities, which are available at the following link: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A01962R0031-20140501>

## **Pay**

The pay of staff members consists of a basic salary supplemented with specific allowances, including, where applicable, expatriation and family allowances. The provisions guiding the calculation of these allowances can be consulted in the [Conditions of Employment of Other Servants](#).

The place of employment will be in **Luxembourg**.

## **How to apply**

The interested candidates should send their CV + motivation letter respecting the deadline of the vacancy to the following email address:

Name surname [Eftimios.TSIGROS@ec.europa.eu](mailto:Eftimios.TSIGROS@ec.europa.eu)

Please mention in the subject of your application the title of the job “*IT Service Officer - Network & Telecommunications*”

## **Appeals**

Candidates have the right to submit complaints under Article 90(2) of the Staff Regulations, should they wish to challenge any act adversely affecting them taken during this procedure. Such complaints may be addressed to the Appeals and Case Monitoring Unit of DG HR ([HR-MAIL-E2@ec.europa.eu](mailto:HR-MAIL-E2@ec.europa.eu)).

## **Equal opportunities**

The European Commission applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations

## **Data Protection**

Candidates who applied for a vacant post but were not selected, will have their CV's stored in the HR database for a period of 12 (twelve) months in case other mobility opportunities open in the future. This processing falls under the headhunting policy of DG HR and is covered by DP record DPR-EC-08551

For information related to Data Protection, please see the Specific Privacy Statement [https://ec.europa.eu/info/sites/default/files/privacy-statement\\_candidates-in-a-recruitment-procedure.pdf](https://ec.europa.eu/info/sites/default/files/privacy-statement_candidates-in-a-recruitment-procedure.pdf)