CORRIGENDUM

EXTERNAL VACANCY NOTICE FOR THE POST OF:

INFORMATION SYSTEMS EXPERT & PROJECT MANAGER

Deadline for applications	**03 November 2020 – 13:00 Greek time** (CET+1)
Reference	Cedefop/2020/07/AD_External
Type of contract	Temporary agent 2f ([1])
Function group/grade	AD5
Initial contract duration	5 years renewable
Place of employment	Thessaloniki (Greece)

We are looking for a highly motivated professional with technical experience in the development and maintenance of information systems and IT project management to join our ICT service.

1.   IS THIS JOB FOR YOU?

Within the ICT service, you will contribute to the digital transformation of our Agency by organising the maintenance and development of information systems, using extensively your technical and project management skills.

The overall role of our ICT service is to:
- design, implement and operate information systems and solutions required to enable and support operational and administrative activities of the Agency;
- provide ICT infrastructure and support services to staff (hardware, PCs and servers, software, network, telecommunications and expertise);
- monitor, enhance and safe-guard the security of network, servers, software and information systems of Cedefop, including those not under the immediate remit of ICT service (e.g. Web portal);
- provide advice on all ICT-related aspects of administrative and operational projects.

The migration to the cloud, the implementation of a new enterprise resource planning (ERP) system and the migration of the Information Systems of the Agency to SharePoint are some examples of the projects our ICT Service is currently setting up, whilst managing a variety of others.

The ICT service is part of the Department for Resources and Support. The ICT service currently counts 5 staff and a part-time administrative assistant. You will report to the Head of Department.

([1])   Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union

Your key responsibilities:
- manage projects for the development, deployment and maintenance of information systems and applications, covering the full project lifecycle (user requirements analysis, specifications, development, rollout, maintenance, phase out);
- receive, investigate and resolve incidents and service requests related to information systems and applications;
- procure IT services, manage contracts and steer external contractors, while ensuring adherence to budget, schedule and scope;
- contribute to IT security for the systems and their compliance with privacy regulations;
- manage the integration and roll out of information systems in the relevant infrastructure (local, cloud or hybrid);
- ensure proper documentation using Information Security Management System processes and procedures.

2. WHY CEDEFOP?

Cedefop is one of the EU's decentralised agencies. It supports the design of well-informed European vocational education and training (VET) policies and contributes to their implementation. These policies help the citizens to acquire the skills they need in today's and tomorrow's society and labour market.

The work of the Agency includes research and policy analysis at EU level to provide innovative evidence, share data and support mutual-learning across EU countries.

Cedefop's areas of work comprise vocational education and training and apprenticeship reforms, current and future skill needs in the labour market, recognition of qualifications and the validation of work-based learning.

Cedefop works together with the European Commission, Member States and social partners. The work of the Agency is governed by a Founding Regulation, which also defines its objectives and tasks.

Cedefop has its seat in Thessaloniki, Greece (Life in Thessaloniki). The Agency offers an international and stimulating workplace, with about 130 staff from EU countries.

To find out more about Cedefop, visit our website.

3. WHAT ARE THE SELECTION REQUIREMENTS?

3.1. Eligibility criteria

For your application to be considered eligible, you must fulfil <u>all</u> the following requirements on the closing date for submission of applications:

General conditions
- be a citizen of one of the Member States of the European Union ([2]) and enjoy full rights as a citizen;
- have fulfilled any obligations imposed by the laws on military service;
- be physically fit to perform the duties relating to the post ([3]).

Education and experience
- have a level of education which corresponds to completed university studies ([4]) of at least three years attested by a diploma.

Language skills
- have a thorough knowledge of one of the languages of the European Union and a satisfactory knowledge of another language of the European Union ([5]).

Non-compliance with any of these eligibility criteria will result in the exclusion of the candidate from the selection process and the application will not be evaluated further.

3.2. Selection phase

The selection will be carried out by a selection panel appointed by the Executive Director. The selection panel will assess all eligible applications against the selection criteria described in this Section 3.2, using as a reference the description of the role in Section 1 of the vacancy notice.

The selection panel may be assisted by an external consultant in the assessment of applications and the preparation of interviews.

3.2.1. Preselection based on the application documentation

The selection panel will assess the information contained in your motivation and preselection form (see Section 5. 'How to apply?') to decide if you should be invited to written test and interview.

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[2]   To be able to apply you must be a citizen of at least one EU Member State. If you are only UK citizen you can no longer apply after 31 January 2020.

[3]   Before appointment, the successful candidate must undergo a medical examination.

[4]   Only qualifications issued by EU Member State authorities and qualifications recognised as equivalent by the relevant EU Member State authorities (e.g. Naric) will be accepted.

[5]   Satisfactory knowledge is considered level B2 or above as referenced in the Common European Framework of Reference. Knowledge of a third language of the European Union is necessary for the first promotion after recruitment.

It is important that you explain explicitly in the motivation and preselection form how you meet (a) the essential preselection criteria and (b) the other preselection criteria. The assessment of both (a) the essential preselection criteria and (b) the other preselection criteria is carried out solely based on the motivation and preselection form.

(a) Essential pre-selection criteria:

For your application to be considered further, you must meet all the below essential criteria:

- a university degree (or equivalent, i.e. tertiary level technical school lasting three years minimum) in information or communication technology, computer science or computer or software engineering, or management information systems, or similar ([6]);
- at least 3 years of full time equivalent professional experience, after your university degree, and in the past seven years, in managing projects related to the development and maintenance of information systems ([7]);
- an ITIL ([8]) certification in IT service management and alignment with the business ([9]);
- English: level C1 in all dimensions as per the CEFRL ([10]).

(b) Other pre-selection criteria

Only if your application meets all the above essential preselection criteria it will be scored against the following other preselection criteria. The non-fulfilment of one or more of these other preselection criteria will not result in your exclusion from the preselection process but may affect your score and thus your chances of being invited for test and interview.

The criteria below are presented in order of priority ([11]):

- hands-on recent professional experience in developing, maintaining and administering information systems;
- recent professional experience in developing client and web technologies and databases;
- recent professional experience in developing user requirements and specifications of information systems;
- professional experience in managing external contractors for developing and maintaining information systems;
- professional experience in managing procurement procedures and calls for tenders in a public service;
- recent professional experience in applying security principles to information systems in an internet environment;
- professional experience in the EU institutions or Agencies.

([6]) You must attach a copy of the related diploma to your application. Only qualifications issued by EU Member State authorities and qualifications recognised as equivalent by the relevant EU Member State authorities (e.g. Naric) will be accepted.

([7]) The work experience does not have to be consecutive.

([8]) Information Technology Infrastructure Library.

([9]) You must attach a copy of the related certification to your application.

([10]) Level C1 or above as referenced in the Common European Framework of Reference.

([11]) When recent professional experience is mentioned in a preselection criterion it refers to experience in the past seven years.

In the preselection phase, candidates may be contacted for a telephone interview or in writing to verify or clarify the facts presented in the application documentation. The telephone interview and/or a written clarification request is an intermediate step in the preselection. It does not entitle candidates to be invited for an interview and a written test.

Around ten eligible candidates, who obtain the highest scores and at least 50% of the maximum score, for the above other preselection criteria will be invited for an interview and a written test.

3.2.2. Interview and written test

This stage of the selection procedure will allow you to prove your suitability for this post. The selection panel will conduct the competency-based interview and assess the written test, which will be evaluated anonymously.

The interview will cover the following areas of professional experience and competences:
- excellent organisational skills to effectively manage projects from initiation to roll out;
- high level analytical ability and proven problem-solving skills;
- ability to effectively assess users' needs and translate them into efficient solutions;
- ability to work co-operatively in a team and across the organisation;
- ability to communicate clearly and effectively in English.

The written test will assess your:
- ability to design, maintain and administer information systems;
- applied knowledge of database management;
- applied knowledge of the integration of information systems with IT infrastructure within Microsoft Windows environment;
- applied knowledge of the OWASP ([12]) principles;
- ability to summarise and draft in English.

The outcome of the interview will count for 50% and the outcome of the written test for 50% of the final score.

The tests and interviews are planned to take place in November 2020. Further information on the organisation of the tests and interviews, which may take place remotely, will be provided upon invitation.

3.3. List of suitable candidates and appointment

As a result of the interviews and written tests the selection panel will propose the most suitable candidate(s) for this post to be placed on the list of suitable candidates. In order to be proposed to be placed on the list of suitable candidates you must obtain a minimum of 60 % of the total points.

The Executive Director will appoint the successful candidate to this post from the list of suitable candidates.

([12]) Open Web Application Security Project.

If needed, a second interview could be organised prior to the appointment. The content of the second interview will be in line with the selection criteria established in the vacancy notice.

The appointment of the successful candidate to the post will be finalised after all necessary supporting documents provided by the candidate have been checked by Cedefop. The successful candidate will undergo a probation period of 9 months.

The list of suitable candidates may be used for future recruitment for the position advertised in the notice of vacancy. Please note that inclusion in the list does not guarantee recruitment.

The list is valid until 31 December 2021. The Executive Director may extend the validity of the list.

4.   WHAT DO WE OFFER?

- temporary agent 2f with an initial duration of 5 years (renewable);
- function group/grade AD5 ([13]);
- the monthly basic salary for grade AD5 step 1, 4,883 EUR, is multiplied by the corrective coefficient for Greece (currently 81.8 % and reviewed annually);
- salaries are subject to a Union tax deducted at source and are exempt from national taxation;
- depending on the individual family situation and the place of origin, the jobholder may be entitled to expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance, VAT exemption allowance on certain goods for a period of a year;
- example of net monthly salaries as currently applicable:

AD 5 – Step 1 Net salary		
Minimum final net salary (without any allowances)	Final net salary with expatriation allowance	Final net salary with expatriation, household, one child and education allowances
3,173	3,812	5,040

- additional financial support for the schooling of children;
- annual leave entitlement of two days per calendar month plus additional days for age, grade, home leave if applicable, and in addition circa 18 public holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment, invalidity allowance and insurance;
- professional training and development opportunities;
- flexible working arrangements, including teleworking.

Further information regarding rights, conditions of employment and benefits can be found in the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union.

([13])   A good knowledge of a third EU language (at least B2) level is required for the first promotion to the next grade.

5. HOW TO APPLY?

Please submit your application through the online system by **Friday 23 October 2020 at 13:00** Greek time (CET +1).

The online application, the motivation and preselection form and the CV must be submitted in English.

We strongly recommend that you read the instructions to applicants and the frequently asked questions before you start filling in your application.

To register and apply, please go to the vacancies section on Cedefop's website, click on the name of the vacancy notice and follow the instructions.

In addition to filling in the online application you must attach:
- the motivation and preselection form duly filled in;
- a detailed CV preferably in the Europass format;
- a copy of your degrees(s) (^{14}).

Please note that the assessment of both (a) essential preselection criteria and (b) other preselection criteria (Section 3.2.1. (a) and (b) of this vacancy notice) is carried out solely based on the motivation and preselection form. The motivation and preselection form is available from here and should be downloaded from there. It is compulsory to use the template provided. If this document is missing or if the wording of the preselection criteria has been altered or any of the criteria have been deleted, your application is considered incomplete.

Your CV will be used as a supporting document to the application. It will only be used to gather further information on your career and experience, in necessary.

Incomplete applications or applications received after the deadline will be rejected.

Candidates are strictly forbidden to make any contact relating to this selection process with the selection panel and the Executive Director, or members of Cedefop's management, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection process.

6. EQUAL OPPORTUNITIES

Cedefop applies a policy of equal opportunities and accepts applications without distinction on any grounds.

(^{14}) You must always attach your undergraduate degree (e.g. Bachelor), please see 3.1. Eligibility criteria. You must also attach your university degree (or equivalent) in information or communication technology, computer science or computer engineering, as well as your ITIL certification (cf. 3.2.1. (a) Essential preselection criteria). Optionally, postgraduate diplomas (e.g. Master, PhD) and certificates may also be attached.

7. PROTECTION OF PERSONAL DATA

Cedefop ensures that applicants' personal data are processed in line with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002 and on the free movement of such data. You can find detailed information om how personal data is processed in the context of the selection procedures in the privacy statement.

8. DECLARATION OF COMMITMENT TO SERVE PUBLIC INTEREST INDEPENDENTLY

The successful candidate will be required to sign a declaration of commitment to act independently in the public interest and to sign a declaration in relation to interests that might be considered prejudicial to his/her independence. Applicants must confirm their willingness to do so in their application.

9. APPEAL PROCESS

If a candidate considers that s/he has been adversely affected by a particular decision, s/he can lodge a complaint under Article 90(2) of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union, at the following address:

> CEDEFOP
> The Executive Director
> EUROPE 123
> 'SERVICE POST'
> GR – 570 01 Thermi (Thessaloniki)

Any complaint must be lodged within three months after the candidate has been informed of the decision concerning his/her application.

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. For details on how to submit a judicial appeal and how to determine the deadlines, please consult the website of the General Court.

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. Please consult the website of the European Ombudsman for further information on the arrangements for complaints to the Ombudsman.

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to

Article 270 of the Treaty on the Functioning of the European Union. Please note also that under Article 2(4) of the General conditions governing the performance of the Ombudsman's duties, any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.