



SINGLE RESOLUTION BOARD

VACANCY NOTICE

ICT ASSISTANT

(SRB/AST/2016/005)

Type of contract	Temporary agent
Function group and grade	AST 4
Duration of contract	3 years (renewable)
Area	Corporate Services – IT
Place of employment	Brussels, Belgium
Estimated monthly basic salary	€ 3,968.06
Deadline for applications	27 July 2016
Reserve list valid until	31 December 2016

The Single Resolution Board

The Single Resolution Board (**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 is also 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 Assistant in the ICT field of IT infrastructure and data centre Administration, Networks and telecommunications Administration and

Security Operations and Response. It is recommended that the candidates mention in the motivation letter of their application their preferred profile.

1. Profile

Under the direction of the ICT Operations Manager, the ICT Assistant will contribute to ensuring the necessary support of the Communications and Information Systems of the Agency.

1.1 Tasks

In particular he/she will perform the following tasks within the ICT:

- Translating business needs into IT solutions, drafting business cases to assist decision-making.
- Organising, setting up, and/or monitoring operational services in one of these fields (with or without partial outsourcing), in particular preparing reports and dashboards to monitor activities in line with requirements and drafting documentation for managing change and infrastructure development projects.
- Supervising outside contractors, including drawing up work plans, monitoring contracts, handling reception and acceptance procedures and the associated invoicing.
- Devising tests and/or validating technical solutions.
- Managing IT project/service teams and contracts.
- Preparing memos, reports, and presentations.

in one of the following fields:

Field 1: Networks and telecommunications

- Defining solutions, implementing, managing, and supervising data network (LAN/WAN) services and voice / videoconferencing network services, and telecommunications services in general.
- Administration, maintenance, and support for network and telecoms infrastructure services and equipment: active and passive equipment, routers, firewalls, proxies, load balancers, anti-spam, PABX, etc. Monitoring operation, performance, and security.
- Managing and auditing network and telecom security.

Field 2: IT infrastructure and data centre

- Administration, maintenance, and support for the user environment. Configuring workstations, including mobile devices. Deploying updates to operating systems, software, and business applications. Configuring and monitoring workstation security.
- Operating/managing data-processing centres: administration, maintenance, and support for services and equipment for authentication, management of file systems, databases, application servers, storage, backup, and archiving systems, virtualisation systems, directory and user provisioning services, management of mobile devices, e-mail, and other services normally provided by a data centre.
- Project management, technology evaluation, and implementation of solutions in the sub-fields indicated.
- User support in the subfields indicated.

- Involvement in defining and testing the Business Continuity Plan (BCP) and Disaster Recovery Procedures (DRP).

Field 3: Security Operations and Response

- Conducting systems risk analyses and translating the conclusions into suitable security countermeasures to protect information systems.
- Setting up security operating procedures for information systems, drawing up configuration guides (operating systems, databases, network filters, etc.), and helping to administer information systems security.
- Performing IT and network security audits, information system penetration tests, and network security diagnostics.
- Deploying and running automated log analysis tools, vulnerability analysis tools, network filters, IPS/IDS, and malware protection tools.
- Deploying and running government-style encryption mechanisms (key management, accounting aspects, etc.).
- Deploying and operating public key management infrastructures.

Duties may evolve according to development of the SRB's structure and activities, and the decisions of SRB management.

One or more successful candidates placed on the reserve list may be offered a post as ICT Assistant, depending on the SRB's specific needs in the fields mentioned above.

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;
- 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) a level of post-secondary education attested by a diploma;

OR

b) a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

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

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.

2.3 Experience

Candidates must have, at the closing date for applications, professional experience of at least 9 years² (in addition to the 3 years mentioned under 'Education') in a field relevant to this position. Out of the nine (9) years of professional experience mentioned above, at least five (5) years of proven professional experience must be in some or all of the fields linked to the tasks described in section 1 above.

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 the ability to work in 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:

1) Professional

The candidate will be required to demonstrate that he/she has:

- Suitability to perform the tasks in one or more areas as described in Section 1.1;
- Hands-on experience in Microsoft technologies: Windows Server 2012 R2, Active Directory, Exchange Server 2013, SharePoint Server 2013, SQL Server 2008, Microsoft Office 2013, Microsoft IIS, DHCP, DNS, WINS;
- Experience with virtualisation infrastructure (VMware ESXi, vSphere 5 or Hyper-V);
- Good working knowledge and experience in configuring and administering TCP/IP networks and very strong network administration knowledge primarily in a CISCO based environment;
- Broad understanding of network security products and principles, including IPS, firewalls, DNS, and protocols;
- Experience with Storage networking (SAN) and NAS technologies.

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 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.

The candidate should have administration knowledge in one or more of the following solutions:

- Cisco Nexus and catalyst switches;
- Cisco ASA and Fortigate firewalls;
- Cisco Identity Service Engine;
- Cisco VPN SSL solutions;
- Cisco Web Security Appliance;
- Cisco Identity Service Engine;
- Cisco Wireless LAN controller;
- Citrix XenApp;
- F5 Big IP appliances;
- Nessus Vulnerability Scanner;
- Splunk;
- Metasploit framework;
- EMC VNX.

2) Personal

The candidate will be required to demonstrate that he/she has:

- The ability to work well with others, as well as independently;
- The ability to work well under pressure and to respond quickly to new demands;
- Results-orientation and service-oriented attitude;
- Good communication skills;
- Organisational and problem-solving skills;
- Genuine commitment to the Agency's objectives.

Advantageous:

- Certifications such as CCNP, CCIE, CISSP, SANS or OSCP IT Security Certifications
- Knowledge of Cisco network devices such as ASA firewalls, ISE, Web Security Appliance;
- Experience of working in a multicultural environment;
- Familiarity with the financial services sector.

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.

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

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: 27 07 2016 at midday (12:00 Brussels time)

You may apply at:

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

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 Commission 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@srb.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 the 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

⁵ Single Resolution Board, Treurenberg 22, B-1000 Brussels

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 to be held in Brussels. This phase will include a written test and an interview with the selection committee. The selection committee may also decide to include additional tests at this stage.

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, an assessment centre, 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.

The assessment phase will be conducted in English.

5.5 Verification of documents and scrutiny

The candidates' applications 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 31st 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 during Quarter 2, 2016, with the aim of ensuring the entry into service of selected candidates in Quarter 3 or Quarter 4, 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 entry into service, be placed in step 1 or step 2 of the grade AST 4, based on the length of their professional experience. The basic monthly salary for grade AST 4 Officers, as at 1 July 2015 in Brussels, is:

- Step 1: € 3,968.06
- Step 2: € 4,134.80

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/2016/005
Treurenberg 22 (T-22 office 01/PO59)
B-1000 Brussels,
BELGIUM

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure (see Staff regulation as modified by the European Parliament and the Council Regulation No 1023/2013 of 22 October 2013 published in the Official Journal of the European Union L 287 of 29 October 2013, <http://europa.eu/eur-lex>) starts to run from the time the candidate is notified of the act adversely affecting him/her.