



SINGLE RESOLUTION BOARD

VACANCY NOTICE

ICT OPERATIONS SENIOR EXPERT

(SRB/AD/2018/002)

Type of contract	Temporary agent
Function group and grade	AD8
Duration of contract	3 years (renewable)
Area	Corporate Services & ICT
Place of employment	Brussels, Belgium
Estimated monthly basic salary	€ 6.818,11
Deadline for applications	19/02/2018 at 12:00, Brussels time
Reserve list valid until	31/12/2018
Probation period	9 months

The SRB

The Single Resolution Board (SRB) is the central resolution authority within the Banking Union (BU). Together with the National Resolution Authorities (NRAs) of participating Member States (MS), it forms the Single Resolution Mechanism (SRM). The SRB works closely with the NRAs, the European Commission (EC), the European Central Bank (ECB), the European Banking Authority (EBA) and National Competent Authorities (NCAs). It contributes to safeguarding financial stability.

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. Therefore, the SRB is granted with specific tasks and responsibilities to prepare for, and carry out, the resolution of banks that are failing or likely to fail.

The SRB is also responsible for managing the Single Resolution Fund, as established by the SRM Regulation, to ensure that medium-term funding support is available while a bank is being restructured and/or resolved.

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

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 Operations Senior Expert*.

1. Profile

The ICT Operations Senior Expert will report to the Head of the Corporate Services & ICT Unit. He/she will be a key player in promoting a results-oriented, open and collaborative working culture within the team, and more generally, at the SRB.

The ICT Operations Senior Expert will coordinate a multi-disciplinary team, and manage the ICT Operations function of the SRB by developing, implementing and monitoring strategies, policies and processes in line with SRB's mission and objectives.

The jobholder will be responsible for the day-to-day coordination of the team, and act as the main technical expert in the various lines of work of the ICT Operations function, which are:

- Data Centre Services
- Data Network Services
- ICT Service Desk
- Service Management
- Application Management
- Disaster recovery
- Coordination, planning and reporting

1.1 Tasks

In particular, the jobholder will be asked to perform the following tasks:

The datacentre, including network and applications

- Design and implement operational plans and suggest strategic plans to ensure infrastructure and network capacity meets present and future requirements;
- Manage and ensure optimal use of the SRB's high-availability datacentre with fully redundant power supply, cooling, server and network infrastructure built on the technologies of Cisco, Lenovo, VMware, Microsoft and other major vendors with very strong requirements in the area of security;
- Ensure that all systems are operating with optimal performance, availability and reliability according to the technical specifications, operating procedures and security regulations (including outside normal office hours in crisis situations);
- Ensure/supervise the remedy of any anomalies;
- Ensure the technical administration of the SRB network infrastructure (structured cabling, patching, firewalls, VPN, routers, switches) and all ICT systems (on both server and workstation side);
- Ensure that the system documentation is accurate, complete and up-to-date;
- Contribute to the development of a disaster recovery plan and the setup of facilities required for disaster recovery compliant with the business requirements;
- Ensure the maintenance and testing of the disaster recovery plan for ICT and the ICT part of the SRB Business Continuity Plan.

The ICT Service Desk

- Ensure effective and timely end-user support, minimizing the adverse impact of incidents and problems on the business and preventing reoccurrence of any such incidents;
- Facilitate cooperation between the ICT service desk staff and the rest of the ICT Operations team;

- Ensure the implementation and maintenance of the full ITIL framework.

Coordination, planning and reporting

- Further develop the vision and the management plan for SRB ICT Operations (including resourcing, key performance indicators), contractual coverage, etc.;
- Lead the continuous improvement of ICT Operations to increase efficiency, reliability and to reduce operational costs;
- Coordinate the work of the ICT Operations team, consisting of system and workstation administrators and service desk staff (both statutory staff and external contractors) and their contribution to the objectives assigned;
- Organise regular reporting to the Head of Corporate Services & ICT and management;
- Design, implement and maintain policies, procedures and training plans for infrastructure and networks administration and use;
- Draw up and ensure overall monitoring of the budget for ICT Operations;
- Establish and maintain Service Level Agreements for the services offered by the ICT Operations function (including business continuity);
- Coordinate the procurement and contract management activities of the ICT Operations function, including periodic renewals of maintenance contracts for hardware and software and replacements of obsolete or broken equipment (in collaboration with the contract managers, procurement officers and the various suppliers);
- Manage risks and issues independently, escalating them when necessary to line manager(s) while proposing potential solutions;
- Develop positive relationships within the organisation, specifically with adjacent functions like ICT Development and ICT Security;
- Foster fruitful relationships with counterparts in other institutions (National Resolution Authorities, European Commission, ECB, etc.) and/or other European Agencies;
- Carry out any other tasks requested by line management in the interest of the service.

Qualifications and Other requirements

2. Eligibility criteria

Only complete applications registered via EU CV ONLINE and before the deadline for applications as mentioned in this document will be considered. Applications must include a motivation letter and a CV, both submitted in English to be considered; applications received in other languages than English will not be considered eligible.

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 citizens¹;

¹ Prior to the appointment, the successful candidate will be asked to provide a certificate of good conduct, confirming the absence of any criminal record.

- 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 duties².

2.2 Education

- a) a level of education which corresponds to completed university studies of at least four years attested by a diploma;

OR

- b) a level of education that corresponds to completed university studies of at least three years attested by a diploma and appropriate professional experience of at least one year³.

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. In case of qualifications issued by authorities outside EU Member States, the proof of recognition of equivalence by the relevant EU Member State authorities must be specifically mentioned in the online application form under '*Additional information*'.

2.3 Experience

Candidates must have, at the closing date for applications, professional experience of at least nine (9) years³ (acquired after the education referred to in Section 2.2 Education) in a field relevant to this position.

2.4 Languages skills

As the predominant working language of the SRB is English, candidates must 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 Union⁴, to the extent necessary for the performance of his/her duties.

² Before taking up his/her duties, the successful candidate will undergo a medical examination by one of the institutions' medical officers.

³ 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 considered 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).

⁴Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

3. Selection criteria

Essential

3.1 Specific experience

- Suitability to perform the tasks described in Section 1.1;
- After obtaining the qualifications mentioned in Section 2.2 and specified above, out of the nine (9) years of professional experience indicated in Section 2.3, candidates must have acquired at least six (6) years of professional experience in the area of ICT Operations Management. The scope of responsibilities, number/level of people supervised must be mentioned in supporting documents;
- Professional experience in project management, in coordinating teams and coaching groups of experts or leading work streams;
- Experience in financial and/or budgetary management, in particular developing roadmaps and multi-annual plans for ICT infrastructure operation and evolution (level of budget managed must be stated in supporting documents);
- Experience in organisational change management and in driving maturity improvement programs in ICT Operations management.

3.2 General competences

- Excellent analytical and problem-solving skills and ability to think creatively;
- Very good organisational skills and very good command of office equipment and applications (for word processing, spreadsheets, presentations, electronic communication, internet, etc.);
- Ability to maintain accuracy and speed while working under pressure.

Advantageous

- Certifications relevant to the post including, non-exhaustively:
 - Service Management (ITIL),
 - Project Management (PM2, PMI, Prince2),
 - Security (CISP, CISM),
 - Risk Management and Service Improvement (COBIT, ISO or equivalents);
- Experience in large procurements, preferably in public procurement;
- Experience in the EC financial regulation in the context of ICT budget management;
- Experience in working with outsourced and offshore teams;
- Experience of working in multicultural organisations.

The selection process

4. How to apply

Candidates must apply through the EU CV Online system⁵ via this link:

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

⁵ EU CV Online is the tool used by the European Commission for recruitment of staff on temporary basis.

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

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, write the motivation letter and apply to the call for expressions of interest. **Applications shall be made in English to be considered. It is the sole responsibility of each applicant to complete ALL relevant fields of his/her online application and to submit it before the deadline for submission.** All technical questions concerning EU CV online must be sent through the Contact page of EU CV online.

It is strongly advised not to wait until the last few days before the deadline for applying, since heavy internet traffic or connection difficulties could lead to problems.

Once the deadline has passed, candidates will no longer be able to register.

Deadline for applications: 19/02/2018 at midday (12:00 Brussels time).

No supporting documents are required at this stage – these will be required at a later stage

On completion of the online registration, candidates will receive on screen a registration number, which they must note. This will be the reference number of the candidate in all matters concerning his/her application. **If the candidate does not receive a number, the application has not been registered.**

After a correct submission of an application, candidates will receive an automated acknowledgement of receipt of their application to the email account indicated in their application. It is the candidate's responsibility to verify that he/she provided the correct e-mail address.

Candidates are invited to indicate any special arrangements that may be required if invited to attend a written test/interview.

If the candidate requires more information, he/she will have to 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 Panel will verify the submitted applications against the eligibility criteria described in Section 2 "**Eligibility criteria**". Applications satisfying these conditions will then be assessed against the "**Selection criteria**" under Section 3.

5.2 Assessment of the eligible applications

The Selection Panel will analyse the motivation letters and CVs of eligible applicants with reference to:

- The **Selection Criteria** ("**Essential**" and "**Advantageous**");
- The overall assessment of the quality & suitability of the application based on the requirements of the post.

Upon completion of the assessment, the Selection Panel will establish a shortlist of candidates best matching the needs of the Agency for the functions and duties mentioned in this vacancy notice and non-retained candidates will be notified of the status of their application.

5.3 Invitation to assessment phase

Following the evaluation of the applications, the most suitable candidates for the post will be invited to an assessment, which will be held in Brussels.

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

5.4 The assessment phase

An interview and a written test with the Selection Panel 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.

The candidate will be disqualified from the selection process if at any stage of the procedure it is established that the information provided in the application has been knowingly falsified or incorrect.

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 Panel 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 31/12/2018. The validity of the reserve list may be extended by decision of the Chair of the Board.

Candidates should note that inclusion on a reserve list does not imply any entitlement to employment in 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).

Other important information

6. General information

6.1 Equal opportunities

The SRB applies a policy of equal opportunities and accepts 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.

6.2 Selection Panel

A Selection Panel will be appointed for this selection procedure and will be composed of at least 3 members (and alternates), including a member designated by the Staff Committee of the SRB.

The names of the Selection Panel members will be communicated to the shortlisted candidates in the invitation letter to their assessment.

Under no circumstances should candidates approach the Selection Panel, either directly or indirectly, concerning the selection procedure. The Selection Panel's internal proceedings are strictly confidential and any contact with its members is strictly forbidden. The SRB's Chair reserves the right to disqualify any candidate who disregards these instructions.

6.3 Approximate timetable

The selection process may take some months to be completed; no information will be released during this period.

6.4 Appointment and conditions of employment

On the basis of the reserve list, successful candidates may be offered a contract as a Temporary Agent in Function Group AD grade 8 in accordance with the SRB's Implementing Provisions on the employment of Temporary staff under Article 2f of the Conditions of employment of other servants of the European Union for an initial period of 3 years (including a probationary period of **nine** months).

The contract may be renewed for a further period of three years. After the second period, the contract may be renewed for an indefinite period.

The place of employment is Brussels (Belgium), where the SRB has its premises.

Temporary Agents will be required to demonstrate before their first promotion the ability to work in a third official language of the EU.

6.5 Remuneration

Successful candidates who are offered a contract of employment will, on entry into service, be placed in step 1 or step 2 of the relevant grade, according to the length of their professional experience. The basic monthly salary for grade AD8, as at 1 July 2017 in Brussels, is:

- Step 1: € 6.818,11
- Step 2: € 7.104,61

In addition to the basic salary, staff members may be entitled to various allowances depending on their personal situation, such as expatriation allowance, household allowance, dependent child allowance, education allowance, etc. 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

The purpose of processing the data submitted by candidates is to evaluate applications in view of possible recruitment at the SRB. The personal information requested by the SRB from candidates will be 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. In this regard, please see the Privacy statement, which is published on the SRB website.

6.7 Appeal procedure

Pursuant to Article 90(2) of the Staff Regulations of Officials of the European Union, any candidate may submit to the SRB a complaint against an act adversely affecting him/her. Any such complaint should be made to:

SRB Single Resolution Board

For the attention of the Chair of the SRB
Selection procedure: Ref. SRB/AD/2018/002
Treurenberg 22 (T-22 Office 01/PO59)
B-1000 Brussels
BELGIUM

The complaint must be lodged within 3 months from the date on which the candidate is notified of the act adversely affecting him/her.

Should the complaint be rejected, the candidate may request judicial review of the act adversely affecting him/her pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations, before:

The General Court

Rue du Fort Niedergrünewald
L-2925 Luxembourg
Luxembourg
http://curia.europa.eu/jcms/jcms/Jo1_6308/

Any citizen of the European Union or any natural or legal person residing in a Member State may direct a complaint concerning instances of maladministration to the European Ombudsman pursuant to Article 228(1) of the Treaty on the Functioning of the European Union:

The European Ombudsman

1 avenue du Président Robert Schuman
CS 30403

F-67001 Strasbourg Cedex

<http://www.ombudsman.europa.eu/start.faces>

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 for lodging complaints or submitting an appeal before the European Union Civil Service Tribunal according to Article 270 of the Treaty on the Functioning of the European Union.