



VACANCY NOTICE

ICT Assistant (ELA/AST/2021/04)

Type of contract	Temporary agent
Grade	AST3
Duration of contract	5 years (renewable)
Area	Resources
Place of employment	Bratislava, Slovakia ¹
Deadline for applications	26 May 2021, 12:00 (midday, Brussels time)
Reserve list valid until	31 December 2021

The European Labour Authority

The European Labour Authority ('the Authority' or 'ELA') is a Union body in the area of cross-border labour mobility, currently in its initial start-up phase.

Its aim is to facilitate access for individuals and employers to information on their rights and obligations; support cooperation between EU countries in the cross-border enforcement of relevant Union law, including by facilitating joint inspections; and mediate and facilitate a solution in cases of cross-border disputes between national authorities.

The Authority should reach its full operational capacity by 2024. Further information on the Authority is available on its website: www.ela.europa.eu

The job

The Authority is launching a vacancy notice with a view to establishing a reserve list of Temporary Agents for the position of ICT Assistant.

In line with ELA's ICT Strategy, all ICT infrastructure and support is outsourced and provided by third parties under the Service Level Agreements. The core of the ICT environment is based on Microsoft 365 Cloud offering. Sensitive information is either processed in the systems provided by European Commission or protected by independently managed security solutions.

¹ Depending on the availability of the new offices of ELA in Bratislava, the successful jobholder may be required to take duties for a limited period of several months in Brussels (Belgium), hosted at premises of the European Commission, with possibilities for working arrangements to be agreed by ELA.

1. Profile

Reporting to Head of Unit Resources, the ICT Assistant will support ELA mainly in the areas of ICT.

The successful candidate will be responsible for implementing and maintaining various ICT security controls to mitigate IT security risks at the operational level and for supporting user community in creation and evolution of processing workflows in M365 environment.

He/she will be performing a wide variety of day-to-day ICT operations that have a security implication. In addition, the successful candidate will provide support on security operations and incident response.

The ICT Assistant will also use full potential of M365 E5 offering by enabling secure ways of working benefiting from the product features, by creation of dedicated workflows, automations, and reporting tools.

In areas where ELA relies on managed services, the ICT Assistant will be responsible for contract and vendor management.

1.1 Tasks

The ICT Assistant's tasks will include, inter alia:

Performing ICT operations with security implications:

- Monitoring ELA's SIEM and other security monitoring tools;
- Liaising with suppliers and service providers on matters including the escalation of incidents, and the management of contracts and service level agreements;
- Monitoring, provisioning and de-provisioning of digital identities and access rights;
- Regularly reviewing security controls and mechanisms in order to identify potential for improvement;
- Performing or supervising vendors in regular vulnerability assessments, penetration tests and scanning of the infrastructure;
- Applying security patches, security baselines and configurations to the entire infrastructure, as appropriate;
- Providing adequate security training for ELA staff.
- supporting the design and continuous improvement of operational procedures for security services;
- Performing any other related task requested by the line management in the interest of the service.

Performing other ICT services:

- Working with ELA staff to identify business processes that may benefit from automation and workflow functionality, documenting them and building required workflows and automations using Power Automate set of tools;
- Monitoring business solutions of ELA partners and new functionalities of M365 to propose further ICT landscape improvements;
- Designing and building of ELA's SharePoint Sites within ELA's M365 Tenant; Designing and documenting of SharePoint workflows and forms with SharePoint Designer;

- Working with Data Protection Officer to ensure that the related data processing activities are properly assessed, documented and approved;
- Providing training and recommendations in the management and maintenance of the SharePoint Sites;
- providing level 3 support, including investigating, diagnosing and resolving incidents and problems escalated by other support lines;
- Performing tasks of Operational Initiating Agents for procurement of ICT goods and services;
- Perform any other task requested by the line management in the interest of the service.

Qualifications and experience required

2. Eligibility criteria

By the closing date of this vacancy notice candidates must:

- be a national of a Member State of the European Union;
- enjoy their full rights as citizens²;
- have fulfilled any obligations imposed by national laws concerning military service;
- meet the appropriate personal and professional requirements for the duties involved;
- be physically fit to perform their duties³;
- have a thorough knowledge of one official language of the European Union and a satisfactory knowledge (level B2) of another language of the Union⁴;
- Education⁵ and professional experience:⁶
Candidates must have, at the closing date for applications, a level of education which corresponds to a post-secondary education attested by a diploma⁷ and in addition at least 6 years professional experience

² Prior to the appointment, the successful candidate will be asked to provide a certificate of good conduct, confirming the absence of any criminal record.

³ Before taking up his/her duties, the successful candidate will undergo a medical examination by one of the institutions' medical officers.

⁴ The self-assessment of the candidate should be done in accordance with the [Common European Framework of reference for Languages \(CEFR\)](#). As the predominant working language of ELA is English, candidates must have an excellent command of spoken and written English. Candidates must also have a satisfactory knowledge of another official language of the European Union to the extent necessary for the performance of his/her duties.

⁵ 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'.

⁶ Only duly documented professional activity 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. Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to the profile in question until the deadline for applications.

or

a secondary education attested by a diploma giving access to post-secondary education and, following this diploma, professional experience of at least 9 years.

3. Selection criteria

Essential:

- Suitability to perform the tasks described in section 1.1.;
- Relevant ICT experience of at least four years in providing support to end-users;
- Proven experience of at least three years in ICT security role or proven experience of at least three years in managing MS SharePoint;
- Professional experience of at least three years in multicultural environments;
- Proficiency in English (level C1)⁸.

Advantageous:

- Knowledge and/or experience in managing M365 environment;
- Understanding of M365 E5 security features i.e. DKE, electronic signatures and encryption solutions;
- Experience in business process analysis.

Moreover, the following competencies will be assessed during the selection process:

- High level of service attitude and discretion, capability to handle confidentiality matters;
- Ability to work in autonomous way and a proactive attitude;
- Excellent team working spirit and ability to contribute to a positive working environment.

The selection process

4. How to apply

You must apply through the EU CV Online system⁹ via this link:

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

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

⁷ Candidates must indicate in their applications the official graduation dates for all the diplomas they have obtained.

⁸ As English is the daily working language of ELA, proficiency in English is required necessary for the performance of the duties

⁹ EU CV Online is the tool used by the European Commission for recruitment of staff on temporary basis.

Only complete applications registered via EU CV Online before the deadline will be considered. Applications must include a motivation letter and a CV, both submitted in English to be considered.

To be able to apply via EU CV Online, you must first create an account or sign in to an existing account. If not done already, you must first fill in the electronic CV. Once the CV is completed, you may choose and apply to the call for expressions of interest of your choice. You are advised to fill out ALL relevant fields of the application. Please note that the selection committee can only take into account the information provided by the candidate via EU CV Online.

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.

On completion of the online registration, you will receive on screen a registration number, which you must note. This will be your reference number in all matters concerning your application. If you do not receive a number, it means that your application has not been registered.

After a correct submission of an application, you will receive an automated acknowledgement of receipt of your application to the email account indicated in your application. It is your responsibility to verify that you provided the correct e-mail address.

All technical questions concerning EU CV Online must be sent through the contact page of EU CV Online.

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

Please note that this selection procedure is published in parallel with a selection procedure for other profiles at ELA. You are encouraged to apply for the position that best suits your profile and experience.

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

Deadline for applications: 26/05/2021 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 mail¹⁰, 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

¹⁰ European Labour Authority, ELA HR, Avenue du Beaulieu 29, 06/020, 1160 Brussels.

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, please send an e-mail to EMPL-ELA-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 “Eligibility criteria”. Applications satisfying these conditions will then be initially assessed against the selection criteria under Section 3.

5.2 Initial assessment of the eligible applications

The selection committee will assess each eligible application with reference to the selection criteria (“Essential” and “Advantageous”) described in Section 3.

Upon completion of the assessment, the Selection Committee will establish a shortlist of candidates to be invited to the assessment phase.

The remaining candidates will be notified by email that their application will no longer be taken into consideration to this selection procedure.

5.3 The assessment phase

Following the initial assessment of the applications, the most suitable candidates for the post will be invited to the assessment phase, which will be held online. The assessment phase will be conducted in English.

This phase involves an interview with the selection committee and one or more test(s) related to the field of the vacancy. This phase will enable the selection committee to carry out an assessment of the pre-selected candidates according to the selection criteria described in Section 3.

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

Candidates will be requested to submit 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 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 or incorrect, the candidate will be disqualified from the selection process.

Candidates will also be disqualified if they:

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

5.5 Reserve list

The selection committee will place the most suitable eligible candidates on a draft reserve list. This draft will be submitted to the Executive Director of ELA for approval. The adopted reserve list will be valid until 31 December 2021. The validity of the reserve list may be extended by decision of the Executive Director of ELA.

Prior to being offered a post, candidates on a reserve list may be required to undergo further evaluation by ELA (e.g. including a further interview with the Executive Director).

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

Other important information

6. General information

6.1 Equal opportunities

The Authority is an equal opportunity employer and strongly encourages applications from all candidates who fulfill the eligibility criteria and interested in the position. ELA ensures that its recruitment procedures do not discriminate on the grounds of gender, colour, race, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, nationality, age, sexual orientation or gender identity.

In case of a disability, please feel free to inform Human Resources at EMPL-ELA-RECRUITMENT@ec.europa.eu and indicate which arrangements or adjustments relating to your disability are necessary, so ELA can ensure your equal participation in the interviews and tests.

6.2 Selection committee

A selection committee is appointed for each selection procedure. The selection committee is composed of at least 3 members, including a member designated by the Staff Committee¹¹.

Please note that the selection committee's internal proceedings are strictly confidential and that any contact with its members is strictly forbidden. Under no circumstances should candidates approach the selection committee, either directly or indirectly, concerning the selection procedure. Any infringement of this rule will lead to the disqualification from the selection procedure.

6.3 Approximate timetable

The selection process may take some months to be completed.

Once the pre-assessment phase is done, shortlisted candidates will be invited to the assessment phase. The remaining candidates will be notified, by email, that their application will no longer be taken into consideration.

The foreseen timeframe for the selection procedure will be updated on [ELA's website](#).

The selection committee intends to finalise the recruitment process for this vacancy by July 2021, with a view for the selected candidate to take office before September 2021.

6.4 Engagement and Conditions of employment

The decision on appointment will be taken by the Authority's Executive Director as the Authority Empowered to Conclude Contracts of Employment on the basis of the reserve list of most suitable candidates.

Before engaging a temporary agent, the Executive Director will examine whether the candidate has any personal interest such as to impair his/her independence or any other conflict of interest. The candidate will inform the Executive Director, using a specific form of any actual or potential conflict of interest¹². If necessary, the Executive Director shall take any appropriate measures.

A contract may be offered for temporary agent pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Union (CEOS) for an initial period of 5 years, renewable once. After the second period, the contract may be renewed for an indefinite period. The jobholder will be subject to a probationary period of 9 months.

¹¹ As ELA does not have its own Staff Committee at this stage, the European Commission Central Staff Committee nominates a member to ELA's selection procedures.

¹² In compliance with Article 11 of the Staff Regulations of officials and Conditions of Employment of Other Servants of the European Union.

6.5 Job environment

The place of employment is Bratislava, Slovakia. Depending on the availability of the new offices of ELA in Bratislava, the successful jobholder may be required to take duties for a period of several months in Brussels, hosted at premises of the European Commission.

The jobholder will work in a multicultural, respectful and appreciative environment, which offers the possibility to shape the work of the authority, where collaboration and open and constructive dialogue is encouraged, while building effective work relations.

Working time is based on a 40-hour working week. ELA offers flexible working arrangements such as teleworking, part-time work, and flexible working hours.

6.6 Pay and welfare benefits

The successful candidate who is offered a contract of employment will, on their entry into service, **be placed in step 1 or step 2 of the AST3 grade**, according to the length of their professional experience.

The staff member's remuneration consists of a basic salary and allowances. It is paid in Euro **weighed down by the correction coefficient** (in Slovakia the correction coefficient is currently 80,6% compared to Belgium).

The gross basic salary, after correction coefficient is applied, is as follows¹³:

Grade AST 3	Step 1	Step 2
Monthly basic gross salary (without any allowances)	€ 3.186,26	€ 3.321,57

In addition to the basic salary, staff **may be** entitled to various **allowances** depending on their particular situation. These may include:

- **Household allowance** (e.g. if you have a dependent child or you are married and your spouse's income is below a defined threshold);
- **Dependent child allowance** (e.g. if you have a child under the age of 18 or between 18 and 26, if in specified training programme);
- **Education allowances** (Pre-school or Education allowance) **or Payment of the education fees applicable to selected educational institutions;**
- **Expatriation allowance** or **foreign residence allowance** (16% of the sum of basic salary and other applicable allowances) or foreign residence allowance (4 %).

The salary is subject to a Community tax deducted at source and is exempt from national tax. The salary package includes contributions to the EU social security and pension schemes. Candidates are invited to familiarise themselves with the employment conditions as stated in the

¹³ Amounts are indicated for information purposes and may vary by the time the selected candidate takes up his/her duties following the annual revision of the remuneration.

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

Under certain circumstances, in particular where the jobholder is obliged to change his/her place of residence in order to take up employment, the Agency may also reimburse some expenses incurred on recruitment, notably removal expenses.

Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2.5 days' home leave, if applicable, and in addition on average 18 public holidays per year;
- Special leave granted for certain circumstances: e.g. removal, marriage, birth of a child, etc.;
- Various training opportunities;
- EU Pension scheme (granted after 10 years of service);
- EU Joint Sickness Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

6.7 Protection of personal data

Personal data shall be processed exclusively for the purpose of this selection procedure. The purpose of processing the data submitted by candidates is to evaluate applications in view of possible recruitment at ELA.

As the body responsible for organising the competition, the Authority ensures that applicants' personal data are processed as required by 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, offices and agencies and on the free movement of such data (Official Journal of the European Union, L 295/39 of 21 November 2018). This applies in particular to the confidentiality and security of such data. In this regards, please see the ELA Privacy Statement on selection procedures.

6.8 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 and Conditions of Employment of Other Servants of the European Union, at the following address:

[European Labour Authority](#)

C/o European Commission, DG Employment & Social Inclusion
Selection procedure: Ref. ELA/AST/2021/04
Avenue de Beaulieu, 29 (BU-29), Office 06/020
1160, 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.

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:

Court of Justice of the European Union

Rue du Fort Niedergrünwald
L-2925 Luxembourg
LUXEMBOURG

It is also possible to complain to the European Ombudsman. 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 and in accordance with the conditions laid down in the Decision of the European Parliament of 9 March 1994 on the regulations and the general conditions governing the performance of the Ombudsman's duties, published in the Official Journal of the European Union L113 of 4 May 1994:

European Ombudsman

1 Avenue du Président Robert Schuman – CS 30403
F- 67001 Strasbourg Cedex
FRANCE
<https://www.ombudsman.europa.eu>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging, respectively, a complaint or an appeal with the European Union Civil Service Tribunal under Article 236 of the EC Treaty. Any complaint to the ombudsman must be made within two years of receiving the Authority's final position on the matter.