

## **CALL FOR APPLICATIONS**

### **ICT DATA CENTRE ENGINEER Ref. n°: EMSA/AST/2011/03**

The European Parliament and Council Regulation (EC) No 1406/2002<sup>1</sup> provides the legal basis for the establishment of the European Maritime Safety Agency (EMSA).

The goal of the Agency is to provide technical and scientific assistance to the European Commission and Member States on matters relating to the proper implementation of European Union legislation on maritime safety and pollution by ships. To do this, one of EMSA's tasks is to improve cooperation between Member States in all key areas. This includes undertaking a range of actions aimed at improving safety on tankers and passengers ships, as well as bulk carriers, container ships and fishing vessels.

In April 2004 EMSA was also given some additional tasks by the European Council and the European Parliament related to oil pollution response, ship security and training of seafarers.

EMSA invites you to send your application for the recruitment process of an ICT Data Centre Engineer. The post will be attached to Department A 'Corporate Services', Unit A.3 'Operations Support', Sector A.3.1 'Infrastructure and Operations'.

More information about the Agency and its structure and activities can be found on our website: <http://www.emsa.europa.eu>.

#### **Functions and Duties:**

EMSA has built a state-of-the-art data centre to host the Maritime Applications (SafeSeaNet, Thetis, CleanSeaNet, LRIT etc.) as well as the internal Corporate Services (based on Microsoft Active Dir, Exchange, Sharepoint, Oracle UCM etc.). The focus is on supporting business objectives, ensuring end-to-end service availability, performance and reliability through implementing best practice hosting, monitoring, business continuity and disaster recovery processes.

EMSA operates a primary hosting centre in Lisbon and a Business Continuity Facility in Porto, interconnected to each other and both based on a consolidated ICT infrastructure using blade and other mid-range x86 servers, EMC and Netapp disk arrays, Cisco and Checkpoint network technologies and VMware virtualisation products. Currently EMSA is managing more than 400 Virtual Machines on a VMware virtual infrastructure built on 30 physical servers, using both fibre-channel and network-based storage services. VMs for

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<sup>1</sup> OJ L 208, 5.8.2002, p.1, as amended by Regulation (EC) No 1644/2003 of the European Parliament and of the Council of 22 July 2003 (OJ L 245, 29.9.2003, p. 10) and Regulation (EC) No 724/2004 of the European Parliament and of the Council of 31 March 2004 (OJ L 129, 29.4.2004, p. 1).

the Maritime Data Centre are mostly Linux Red Hat Enterprise Servers with Oracle Weblogic or Database middleware or cartographic applications on board, whereas VMs for Corporate Services are mostly based on Microsoft Windows Server 2008 with IIS, Sharepoint or SQL services installed.

Unit A.3 supports development, testing, rollout and operations of EMSA's internal and external applications using state-of-the-art IT Service, Application and Infrastructure Management Processes based on ITIL.

The ICT Data Centre Engineer will, under the supervision of the Senior Project Officer of the ICT Sector A.3.1, be responsible for operating the EMSA ICT infrastructure guaranteeing its availability, performance, consolidation and security, and for supporting the Business Units advising on suitable architectures and provisioning them with environments for test/preprod/prod of Maritime Applications.

Main duties of the post are:

- Operating the EMSA ICT infrastructure on both sites, including servers, operating systems deployment and tuning, virtual infrastructure management, storage management, network and firewalls basic operations, facilities management;
- Operating the LRIT DC specific ICT infrastructure, currently on EMSA premises but not yet consolidated with it;
- Troubleshooting infrastructure problems, in coordination with other system and application administrators and with the Business Units;
- Make and implement proposals for improving the architecture of the EMSA ICT Infrastructure in the direction of consolidation, reduction of costs, efficiency and manageability;
- Contributing to the definition of processes and documentation related to infrastructure operations;
- Operating and further developing horizontal infrastructural services like backup/restore, monitoring, alerting, automatic patch deployment, name resolution services, replication technologies across the two sites, time services, remote access services, central log repository, intrusion detection etc.;
- Participating in the incident management process for the Maritime Applications acting as a 2<sup>nd</sup> technical line, in coordination with the Maritime Support Services and other external parties acting as H24 1<sup>st</sup> line of support;
- Cooperating with the ICT Service Desk as a 2<sup>nd</sup> line technical support for Corporate Services like the internal Active Directory, mail system, file serving;
- Supporting the administrative processes to procure equipment, maintenance, licences and external services;
- Manage projects in this area also involving external contractors, or in cooperation with the Business Units.

#### **A. ELIGIBILITY CRITERIA:**

##### **Qualifications and experience required:**

##### **A.1. Education:**

- a) Level of secondary education attested by a diploma giving access to post-secondary education or;
- b) Level of post secondary education of an official duration of three years attested by a diploma.

##### **A.2. Experience:**

- Since the completion of an education as referred to under a) nine years of proven professional experience.
- Since the completion of an education as referred to under b) six years of proven professional experience where the official duration of the post-secondary is three

years. When the official duration of the post-secondary studies is less than three years, the difference in time is to be compensated by additional professional experience after the award of the diploma.

### **A.3. Language skills:**

The main working language in the field of maritime safety is English. Candidates must therefore have a good command of English with a satisfactory knowledge of at least one other official language of the European Union to the extent necessary for the performance of the above mentioned duties.

### **A.4. General Conditions: In addition, in order to be eligible the candidate must:**

- Be a national of one of the Member States of the European Union or of Iceland or Norway;
- Be entitled to your full rights as a citizen<sup>2</sup>;
- Have fulfilled the obligations imposed on you by the laws concerning military service;
- Meet the character requirements for the duties involved and
- Be physically fit to perform the duties linked to the post.<sup>3</sup>

## **B. SELECTION CRITERIA:**

### **B.1. Essential:**

- At least two years of professional experience must be related to the functions of the post;
- Hands-on experience in managing and operating a medium size ICT infrastructure;
- Hands-on experience in VMware server virtualisation technologies;
- Hands-on experience in Linux and/or Windows operating systems;
- Basic knowledge of IP networking and network equipment administration;
- Basic knowledge of firewall and proxy administration;
- Basic knowledge of storage administration;
- Having a proactive attitude, a team-working spirit, be self-motivated with a strong user orientation and good communication skills;
- Analysis and problem solving skills;
- Willingness to work on call rotation.

### **B.2. Advantageous:**

- Hands-on experience in administering Linux systems and services;
- Hands-on experience in administering Windows systems and services like Active Directory, DNS, DHCP, Exchange, file services;
- Hands-on experience in administering fibre channel and network based storage arrays like EMC and Netapp;
- Hands-on experience in administering CISCO switches and routers;
- Hands-on experience in administering firewall and reverse proxy;
- Hands-on experience in administering infrastructural services like backup/restore, monitoring, alerting, automatic patch deployment;
- Experience in administering Oracle middleware (Weblogic, DMBS) or other Application servers like JBoss, Tomcator the Apache webserver and modules;
- Experience in business continuity technologies and business continuity practices.
- Experience in working with third parties to deliver seamless IT operations;
- Familiarity with ITIL-based service management practices.

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<sup>2</sup> Prior to the appointment, the successful candidate will be asked to provide a police certificate confirming the absence of any criminal record.

<sup>3</sup> Before being engaged the candidate will be medically examined in order that the Agency may be satisfied that he/she fulfils the requirements of Article 12 (2) (d) of the Conditions of Employment of Other Servants of the European Communities.

The advantageous criteria will be considered by the Selection Board depending on the number of applicants meeting the essential criteria.

### **Conditions of Employment:**

- This vacancy notice concerns a Temporary Agent position, pursuant to Article 2 a) of the Conditions of Employment of other servants of the European Communities;
- The initial duration of the contract is 3 years, with possibility of renewal;
- The successful candidate will be recruited in the grade AST3;
- The basic monthly salary, before any deductions or allowances, at 1 July 2010 for grade AST3, first step is EUR 2888.07€;
- In addition to the basic salary, staff members may be entitled to various allowances, such as an expatriation allowance (16% of basic salary), household allowance, dependent child allowance and education allowance. The salary is subject to a Community tax deducted at source and staff members are exempt from national taxation;
- Please note that recruitment is done in the first or second step of the indicated grade, depending on the duration of the acquired professional experience. EMSA offers a comprehensive welfare package including pension scheme, medical, accident and occupational disease insurance coverage, unemployment and invalidity allowance. Further information regarding rights and conditions of employment can be found in the following document:  
[http://ec.europa.eu/civil\\_service/docs/toc100\\_en.pdf](http://ec.europa.eu/civil_service/docs/toc100_en.pdf);
- Please note that EMSA is likely to have a provision in the near future that will mean that recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.
- The place of employment is Lisbon, Portugal.

### **Submission of applications:**

Each application shall contain the three following documents:

- 1) A **detailed curriculum vitae, clearly justifying educational and professional experience** in European format (that can be obtained at the following address or downloaded from EMSA web site)  
<http://europass.cedefop.eu.int/europass/home/vernav/Europasss+Documents/Europass+CV/navigate.action>;
- 2) A duly completed and signed **declaration of honour** (to be downloaded from EMSA web site);
- 3) A **motivation letter** of 2 pages maximum.

Candidates are kindly requested to provide **5 copies (1 original + 4 copies)** of their application in order to facilitate the recruitment process. The complete application should be sent **by registered mail** to:

Vacancy reference n°: EMSA/AST/2011/03 – ICT DATA CENTRE ENGINEER

EMSA  
HR Sector  
Cais do Sodre  
1249-206 Lisbon  
Portugal

**Only complete applications** containing the **three above mentioned documents** and sent by **registered mail within the deadline** will be taken into account.

The **postmark** will serve as **proof of the date of dispatch**. The **vacancy reference** number must be clearly **indicated** on the **envelope**.

**The deadline for sending your application is 26 September 2011.** Therefore applicants must meet the required eligibility criteria concerning the required educational qualifications and years of experience, as well as the essential selection criteria by this deadline.

Please note:

- Mention clearly your address for correspondence and for invitation to an interview. All correspondence will be sent to this address. Inform us of any change immediately;
- EMSA is an equal opportunities employer and encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction whatsoever on any ground such as 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, marital status or other family situation or sexual orientation;
- If you are invited to an interview you will be asked to submit supporting documents to prove the information provided in your application;
- You may apply in any of the official languages of the European Community, but it would be helpful to **apply in English** in order to **facilitate the selection process**. However you are requested to **state your educational qualifications** and positions held in the **language of origin**.

### **The Selection Process:**

All candidates will receive an acknowledgement of receipt for their application. For each selection process a Selection Board is nominated. The Selection Board will evaluate all applications and select those candidates meeting the eligibility criteria and matching best the selection criteria required in this vacancy notice. The **selected candidates** will be invited to **pass one or several written exams** related to the job profile and to take part in a **selection interview**.

During this recruitment phase, the selected candidates will be evaluated by the Selection Board. After the interviews, the Selection Board will draw up a list of the most suitable candidates. The **Appointing Authority will select the successful candidate** and inform him/her accordingly. As soon as this decision is taken, **all candidates will receive an information letter**.

Please note that a **binding commitment** can only be made **after verification of all conditions** and will take the form of a **contract signed by the Executive Director**.

The reserve list will remain valid for a period of 1 year following its establishment. Therefore candidates whose name will be put on a reserve list could be offered a contract during this period of time.

Please note that the **selection process may take several months** to be completed and that **no information** will be released **during this period**. Once a selection process has been completed, its status will be displayed on our web site.