

CALL FOR APPLICATIONS

MARITIME SUPPORT SERVICES DUTY OFFICER WITH IT BACKGROUND

Ref. n°: EMSA/AD/2012/05

The European Parliament and Council Regulation (EC) No 1406/2002¹ 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 the 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 facilitate cooperation between Member States and between Member States and the Commission in all key areas. This includes undertaking a range of actions related to design, construction and operation of all types of merchant 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.

In the field of traffic monitoring the Agency has the responsibility for the technical management of SafeSeaNet (European traffic monitoring system) and for the European Union LRIT Corporate Data Centre (CDC) and the LRIT International Data Exchange (IDE).

The selection procedure for Maritime Support Services Duty Officer with IT background aims to draw up a reserve list of the most suitable candidates. The reserve list will be used for future recruitment within Unit C.2. – Vessel Traffic and Reporting Services, section C.2.2 – Maritime Support Services (MSS).

The tasks will be carried out on a continuous basis (24/7). The nature of the work will require shift work (operating on a rota system) outside normal office hours, including weekends and holidays.

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

¹ 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).

Functions and Duties:

The tasks of the Maritime Support Services are:

- a. Relating to the main critical operational maritime information systems monitored and operated by EMSA (SafeSeaNet, LRIT CDC, LRIT IDE, CleanSeaNet):
 - a. Monitoring system performance;
 - b. Checking the quality of data and services;
 - c. Ensuring the operational Helpdesk for end-users in Member States and other participating countries;
- b. Other similar tasks relating to systems/applications under development or on a pilot basis;
- c. Activating emergency services of the Agency (Oil pollution recovery vessels, CleanSeaNet, experts) following the procedures of the contingency plan of the Agency.

Among these tasks the MSS Duty Officer with IT background will, during the shift, in particular be responsible for:

- a. Executing the daily MSS routines relating to the following tasks:
 - Monitoring and reporting on the system availability, including communication links;
 - Providing first level IT helpdesk;
 - First diagnosis and troubleshooting in case of IT failure;
 - Monitoring and reporting on the availability of data in the systems (including tracking of data flow);
 - Statistical reporting on use of the systems;
 - Monitoring, troubleshooting and reporting on availability of MSS ICT infrastructure;
- b. Back-up and support other MSS staff on tasks related to the daily MSS duties;
- c. Coordinate the team in shift if required;
- d. Update procedures and instructions relating to the above tasks;
- e. Train and inform other members of the team on specific issues related to the above tasks;
- f. Report on progress, changes, issues related to the above tasks;
- g. Other, as required.

Qualifications and experience required:

A. ELIGIBILITY CRITERIA:

A. 1 Education:

- A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, or;
- A level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least one year when the normal period of university education is at least three years.

A.2. Language skills:

The main working language in the field of maritime safety is English. Candidates must therefore have a very good command of oral English, as well as in writing, 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.3. 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 citizen²;
- Have fulfilled the obligations imposed on you by the laws concerning military service;
- Meet the character requirements for the duties involved;
- Be physically fit to perform the duties linked to the post³.

B. SELECTION CRITERIA

B.1. Essential:

- A relevant university degree relating to the above functions and duties;
- At least one year of relevant professional experience;
- Good experience, gained through day to day work, in monitoring and supporting IT applications at the first level involving strong analytical skills, isolating and troubleshooting issues in a complex IT system and executing pre-agreed IT recovery procedures ;
- Good experience, gained through day to day work, in application service reporting and preparing/editing statistics, experience in relational database systems and querying languages;
- Previous experience in drafting, checking, and maintaining procedures and documentation for 1st Level IT Operations;
- Experience in cooperating with other teams in the organisation and with external contractors for ICT operations;
- Proficient user of basic desk top tools;
- Very good communication, presentation and reporting skills.

B.2. Advantageous:

- Previous experience in 1st / 2nd level help-desks of IT systems / applications (preferably in shift work)
- Knowledge of ITIL and ISO standards for IT operations;
- Knowledge of SafeSeaNet and its legal basis;
- Knowledge of Long Range Identification and Tracking and its legal basis (SOLAS amendments, MSC RES. 202 (81) and Council Resolution (European Council of Transport Ministers) adopted on 2nd of October 2007);
- Knowledge of Oracle;
- Experience in managing digital certificates;
- Knowledge of Linux, networks and network security (including firewalls and application proxies) and Java application, Application servers, databases;
- Knowledge of a third EU language.

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 three years, with possibility of renewal.

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

³ 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 successful candidate will be recruited in the grade AD 5.
- The basic monthly salary, before any deductions or allowances, weighted for Lisbon, at 1 July 2010 for grade AD 5 first step is 3697.15 EUR.
- 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 of 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;
- The tasks will be carried out on a continuous basis (24/7). The nature of the work will require shift work (operating in a rota system) outside normal office hours, including weekends and holidays. Staff working on shifts shall be financially compensated according to Art. 1 of Regulation No 300/76 of 9 February 1976, as amended.
- 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** in European format (that can be obtained at the following address or downloaded from EMSA web site)
<http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>
- 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/AD/2012/05 MARITIME SUPPORT SERVICES DUTY OFFICER WITH IT BACKGROUND

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 28 May 2012. 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.

Requests for information and appeal:

An applicant who would like further information, or considers that he/she has grounds for complaint concerning a particular decision may, at any point in the selection procedure, request further information from the Chairperson of the Selection Board.

For information on how to lodge a complaint and/or an appeal procedure, please consult the 'General Information for Recruitment' overview on our website for more information: <http://www.emsa.europa.eu/recruitment-info.html>