

**NATIONAL EXPERT SECONDED TO EMSA
MSS OFFICER WITH IT BACKGROUND
Ref. n°: EMSA/SNE/2020/05**

The European Maritime Safety Agency was established for the purpose of ensuring a high, uniform and effective level of maritime safety, maritime security as well as prevention of and response to pollution by ships within the EU.

The idea of a European Maritime Safety Agency (EMSA) originated in the late 1990's along with a number of other important European maritime safety initiatives. EMSA was set up as the decentralised agency that would provide a major source of support to the European Commission and the Member States in the field of maritime safety, security and prevention of pollution from ships. The Agency was established by Regulation (EC) No 1406/2002 and subsequent amendments have refined and enlarged its mandate to cover among other measures, the efficiency of maritime transport.

The Agency provides technical, operational and scientific assistance to the European Commission and Member States in the fields of maritime safety, maritime security, prevention of, and response to, pollution caused by ships as well as response to marine pollution caused by oil and gas installations.

The Agency also contributes to the overall efficiency of maritime traffic and maritime transport and supports European cooperation on coastguard functions.

EMSA's activities can be broadly described as:

- providing technical and scientific assistance to the Member States and the European Commission in the proper development and implementation of EU legislation on maritime safety, security, prevention of pollution by ships and maritime transport administrative simplification;
- monitoring the implementation of EU legislation through visits and inspections;
- improving cooperation with and between Member States;
- building capacity of national competent authorities;
- providing operational assistance, including developing, managing and maintaining maritime services related to ships, ship monitoring and enforcement;
- carrying out operational preparedness, detection and response tasks with respect to pollution caused by ships and marine pollution by oil and gas installations;
- at the request of the European Commission, providing technical operational assistance to non-EU countries around relevant sea basins.

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

EMSA invites you to send your application for a Seconded National Expert as MSS Officer with IT background. This position will be attached to Department 3 'Digital Services & Simplification', in Unit 3.2 'Digital Infrastructure'.

Conditions of Secondment:

This vacancy notice concerns a Seconded National Expert position. Rules applicable to National Experts seconded to EMSA can be found on the following link: <http://www.emsa.europa.eu/recruitment-info/secdeded-national-experts.html>

Please read carefully these rules before applying.

The initial duration of the secondment is one year with possibility for extension.

The place of employment is Lisbon, Portugal.

Expected date of entry into functions: November 2020.

General conditions for the secondment:

This call for application is open to experts working for International organisations (IGOs) or Government or State Departments in the EU Member States, Norway or Iceland.

The secondment of an SNE by an employer other than a national, regional or local public administration, an international organisation or an IGO should be authorised only on a case-by-case basis, once it has been ascertained that the SNEs employer is part of the public sector or is an independent university or research organisation that does not seek to make profits for redistribution.

To qualify for secondment, experts shall:

- Have worked for their employer on a permanent or contract basis for at least 12 months before their secondment and shall remain in service and continue to be paid by that employer throughout the period of the secondment;
- Be a national of a EU Member State, Norway or Iceland.

It should be noted that due to the withdrawal of the United Kingdom from the European Union on the 31/01/2020, candidates from the United Kingdom who do not hold the nationality of another European Union member state, are not eligible for calls for applications at EMSA due to the fact that they do not fulfil the requirements of article 1(3) of the Decision of the Administrative Board of 20 November 2009 Laying Down Rules on the Secondment to EMSA of National Experts and National Experts in Professional Training.

Functions and Duties:

The Maritime Support Services is an “outward-facing” service, constantly interacting with EMSA users, and internally with the different EMSA Units, either technical or business related. MSS staff needs to demonstrate the corresponding qualities of commitment, flexibility, innovation, and team-working. The MSS works under a shift work system.

The core responsibilities of the Maritime Support Services (MSS) are:

- a) Relating to the main critical operational maritime information systems monitored and operated by EMSA (SSN, IMDatE, LRIT CDC, LRIT IDE, Earth Observation Data Centre, RPAS, SEG):
 - i. Monitoring and Incident Management in case of IT failures;
 - ii. Checking the quality of data and services;
 - iii. Provide a helpdesk service.

- b) Activating emergency services of the Agency (Oil pollution recovery vessels, CleanSeaNet, experts) following the Contingency Plan of the Agency.

Under the responsibility of the Head of Unit Unit 3.2 'Digital Infrastructure', the successful candidate will assist in the following duties.

a) IT related:

- i. Monitoring and Incident management of IT services to return the IT Service to Customers as quickly as possible, as specified in the relevant procedures;
- ii. Ensuring the operational and IT Helpdesk for end-users in Member States and other participating countries or entities;
- iii. First diagnosis and troubleshooting or escalation to the 2nd Line support in case of IT failure;
- iv. Reporting on the above topics, as requested, and on the availability of incoming data.

b) Maritime related:

- i. Reporting on Data Quality of the different maritime information systems, especially the SSN & LRIT Member States implementation;
- ii. Issuance of reports maritime traffic related (ships of special interest, etc.);
- iii. Monitoring and, when necessary, reporting on maritime accidents within the scope of the EMSA Contingency Plan;
- iv. Activate EMSA services as detailed in the Contingency Plan;
- v. Tasks related to the common databases maintained by EMSA (ships, LOCODEs, etc.);
- vi. Visits to EMSA/MSS: support EMSA hierarchy.
- vii. Back-up and support other MSS staff on tasks related to the daily MSS duties;
- viii. Update procedures and instructions relating to the above tasks;
- ix. Train and inform other members of the team on specific issues related to the above tasks;
- x. Report on progress, changes, issues related to the above tasks.

Main skills and qualifications:

- University degree or equivalent qualification or professional experience, preferably in the area of the above-mentioned functions and duties;
- At least 3 years of professional experience acquired after the award of the required qualification. When no university degree or equivalent qualification has been acquired, 7 years of experience is required of which 3 must be relevant to the post;
- Previous experience in monitoring and supporting IT applications and in querying databases;
- Good knowledge of IT systems and experience in helpdesk services;
- Previous experience in managing procedures and documentation, preparing statistics and/or reporting on data quality;

- Be able to fit into the MSS way of working – communication with EMSA users via phone or email, quick and precise reactions to helpdesk tickets;
- Good communication, presentation and reporting skills in English;
- Be able to work under pressure and be an excellent teamwork player;
- Good knowledge of vessel traffic monitoring systems (e.g., SSN, LRIT) and the relevant legal background would be advantageous;
- Previous experience in working with port management information systems or business-to-government information systems. This experience might relate to different areas such as operational or IT would be an asset;
- Knowledge of ITIL processes would be advantageous;
- Previous experience with shift work or with stand-by duty tasks and emergency response would be an asset.

Submission of applications:

Each application shall contain the following documents:

- a) A detailed curriculum vitae in European format (that can be obtained at the following address <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae> or downloaded from our site).
- b) A motivation letter
- c) A duly completed and signed [declaration of honour](#) (which can also be downloaded from our site).

Please note that candidates cannot send their applications directly to EMSA. These applications are not considered valid. To be considered valid, the EU Permanent Representation or the EFTA Secretariat/Mission to the European Union (for Norway or Iceland), or the IGO, must send your application to: recruitment@emsa.europa.eu within the deadline below.

EMSA will only take into account applications received before the deadline which is **31 July 2020 at 17.00 hours (Lisbon time)**. Please liaise with the appropriate intermediary depending on your case, to ensure that your application reaches it well on time.

EMSA is an Agency focusing on gender balance and a harmonic workplace and strongly encourages the applications of women for the positions where they are underrepresented, specially SNEs positions.

The selection process:

For each selection process a Selection Committee is nominated. Each valid application will be screened based on the requirements of the job profile stated in this call for applications. The most suitable candidates will be called for an interview and a written test. Please note that depending on circumstances, the interview and the written test may be organised by video-conference.

Candidates are strictly forbidden to make any contact with the members of the selection committee, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection procedure. All candidates will receive an information letter on the outcome of their application.

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 secondment during this period of time. Please note however that inclusion in the reserve list does not guarantee a secondment.

For any prior enquiry, please refer to the FAQ (Frequently asked questions) section, or send an e-mail to recruitment@emsa.europa.eu.

Equal Opportunities:

EMSA is an equal opportunities agency. Seconded National Experts are selected without prejudice as to race, political, philosophical or religious beliefs, gender or sexual orientation and without reference to their marital status or family situation.

Requests for information and appeal:

How to request for information: An applicant who would like further information or considers that he/she has grounds for complaint concerning a particular decision of the selection procedure may send a request by e-mail to Recruitment@emsa.europa.eu preferably within 15 working days from the date he/she was notified.

EMSA Human Resources will forward the request to the Chairperson of the Selection Committee and the applicant will receive a reply as soon as possible.

Applicants can make a complaint to the European Ombudsman at the following address below or directly on Ombudsman's website <https://www.ombudsman.europa.eu/en/home>.

Médiateur européen
1 avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex
France

However, before submitting a complaint to the European Ombudsman, applicants must already have contacted EMSA about the matter and used all the internal administrative options for review.

Personal data protection:

Any personal data provided by the Applicant shall be processed pursuant to 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, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC. It shall be processed solely for the purposes of the recruitment exercise.

Should the Applicant have any queries concerning the processing of his/her personal data, (s)he shall address them to the data controller, the Head of Human Resources and Internal Support Unit.

The Applicant shall have right of recourse at any time to the [European Data Protection Supervisor](#).
For more on personal data protection and related documents see the [Personal Data Protection page](#).