



CALL FOR APPLICATIONS FOR THE SELECTION OF TEMPORARY STAFF

No AST.2021.01 — System administrator

Temporary Agent (M/F) AST 4 — five-year contract

The EMCDDA is one of the European Union's decentralised agencies. Established in 1993 and based in Lisbon, it is the central source of comprehensive information on drugs and drug addiction in Europe.

The EMCDDA is an equal opportunities employer and accepts applications without distinction on the grounds of age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities, marital status or family situation. The EMCDDA actively encourages applications from women.

For further information on the EMCDDA, please visit <https://www.emcdda.europa.eu/>.

1. Job profile

1.1. Overall purpose

Within the ICT unit of the EMCDDA, the job holder will work as the main system administrator for the services relying on Microsoft technology. As such, the job holder will also participate in the user support activities provided by the ICT Service Desk.

The job holder will directly report to the Service Support team leader.

In order to ensure the efficient execution of tasks, the working language for this post has been defined as English.

1.2. Main duties

The successful applicant will be requested to contribute to the following tasks:

- work as principal system administrator in the area of the EMCDDA Microsoft Windows server infrastructure, including services such as active directory, mail server (Microsoft Exchange), file server, print server, configuration management server (Microsoft SCCM), Skype for business services and any other on-premises or cloud-based Windows services;
- securing Windows servers and their communications;
- work as the person responsible for the deployment and management of user workstations;
- be in charge of the contacts with external companies that provide regular maintenance and specialised advisory services to the EMCDDA in the related areas; be in charge of the preparation of the terms of reference for the purchase of equipment, software and services in the related areas;
- contribute to the related documentation, to the updates of the configuration management database, and service support;
- contribute to the planning, maintenance and administration of other parts of the EMCDDA ICT infrastructure and network;
- any other tasks assigned by the supervisor or by the Head of the ICT unit.

2. Job requirements

2.1. Eligibility requirements

The following requirements shall be met by the deadline for applications:

- (a) have a level of post-secondary education attested by a diploma, or (b) have a level of secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of at least 3 years,
- have at least 9 years of professional experience acquired after the diploma referred to in item (a) above, or acquired after the 3 years of professional experience following the diploma referred to in item (b) above,
- be a national of one of the Member States of the European Union, Norway or Turkey;
- produce the appropriate character references as to the suitability for the performance of the required duties;
- have fulfilled any obligations imposed by the applicable laws concerning military service, if any;
- be physically fit to perform his/her duties ⁽¹⁾;
- have a thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another of these languages to the extent necessary for the performance of the required duties ⁽²⁾.

2.2. Essential requirements

Eligible candidates will then be evaluated as follows:

a- On the basis of the paper application by assessing the following:

- professional training, or degree, or supplementary courses attested by a certificate or diploma in information or communication technology, computer science or computer engineering, or system administration or network management, or similar ⁽³⁾;
- at least 3 years of fulltime professional experience in system administration, Windows domain or collaboration/exchange services management ⁽⁴⁾;
- recent professional experience in Microsoft Windows domain administration and management;
- recent professional experience in Microsoft Exchange administration and management;
- recent professional experience in software deployment tools;
- very good knowledge of English (spoken and written).

b- On the basis of the interview, which will cover the following areas of professional experience and competencies, applied in the context of the job profile:

- high-level analytical ability and proven problem-solving skills;
- ability to effectively assess business needs and translate them into efficient solutions;
- ability to work co-operatively in a team and across the organisation, with staff at different levels of seniority;
- ability to work under pressure and to tight deadlines taking a flexible, proactive and problem-solving approach while being sensitive to and respecting internal rules and procedures;

⁽¹⁾ As a condition for appointment, the successful candidate shall be medically examined in order that the EMCDDA may be satisfied that he/she fulfils this requirement, as foreseen in Article 12(d) of the Conditions of employment of other servants of the European Communities.

⁽²⁾ N.B.: In addition, in order to be eligible to a first promotion, the staff member shall prove a working knowledge of a third EU language.

⁽³⁾ You will need to provide a copy of the related diploma on the day of the interview. Only qualifications issued by EU Member State authorities or established Institutions of vocational training and qualifications recognised as equivalent by the relevant EU Member State authorities (e.g. Naric) will be accepted.

⁽⁴⁾ The work experience does not have to be consecutive.

- ability to explain technical facts to users with different backgrounds clearly and effectively;
- ability to maintain and administer Microsoft domain or Microsoft Exchange services.

c- On the basis of a written test by assessing the following:

- knowledge of concepts relevant for system administration and technical infrastructure;
- ability to maintain and administer Microsoft domain services;
- ability to maintain and administer Microsoft Exchange services;
- applied knowledge of deployment management;
- applied knowledge of the planning and roll-out of new ICT services with IT infrastructure within Microsoft Windows environment;
- ability to explain and summarise technical information.

2.3. Advantageous requirements

Non-compliance with the advantageous requirements is not a condition for exclusion of applicants as they will be taken into account as assets while assessing each application. Advantageous requirements will only be assessed once during the course of the selection procedure, either in its first or second phase, according to the skills concerned. The advantageous requirements are evaluated on the basis of the paper application by assessing the following:

- an ITIL ⁽⁵⁾ certification in IT service management ⁽⁶⁾;
- certifications from ICT product manufacturers (i.e. Microsoft certification in the area of system administration or Exchange management or similar) relevant to the post;
- a good knowledge of Portuguese;
- experience in working in a multicultural/multilingual environment.

3. Submission of applications

Interested candidates must apply for this post through the EMCDDA e-recruitment application, accessible on this link: <https://e-recruitment.emcdda.europa.eu>. Please note that to make an EMCDDA online application you will need to create your EMCDDA profile using a valid e-mail address and a password.

The closing date for the submission of applications is 10/06/2021 at 23.59, Lisbon time.

4. Selection procedure

The selection will be carried out in two phases:

(1) The selection committee will analyse the applications to verify the candidates' eligibility, by assessing their compliance with the relevant requirements, as set out in this call for applications (see section 2.1. above). Failure to comply with one of the eligibility requirements shall result in the exclusion of the applicant concerned from the selection procedure.

The selection committee will then select the eligible candidates who have obtained at least 60 % of the total points available to rank their compliance with the established essential requirements (as set out in section 2.2.a above, a maximum of 10 marking points being available for each essential requirement) and with the established advantageous requirements (as set out in section 2.3 above, a maximum of 5 marking points being available for each advantageous requirement). The best ranked candidates, up to a maximum number of 10, will be invited to the next phase of the selection process.

⁽⁵⁾ Information Technology Infrastructure Library.

⁽⁶⁾ The type of ITIL certification is not relevant, but a copy of the certification must be submitted on the day of the interview.

This number may be changed by decision of the appointing/contracting authority, depending on the number of applications received.

(2) The second phase will consist of an interview and a written test. Interviews will be held by the selection committee, either at the EMCDDA premises or remotely (online). The candidates will be assessed on the basis of the essential requirements mentioned above (under 2.2.b) out of a maximum of 10 points per essential requirement. Candidates will be asked to undergo a written test related to the European Union and its institutions, the EMCDDA, as well as the nature of duties to be performed. This will be assessed out of a maximum of 30 points.

The final assessment will be based on the results of the written test and the interview, as indicated under 2.2 and 2.3 above.

Please note that the selection committee's work and deliberations are strictly confidential and that any contact, either direct or indirect, with its members is strictly forbidden. The confidentiality principle is intrinsic to all steps of the recruitment procedure and is in accordance with Article 6 of Annex III to the Staff Regulations of Officials of the European Communities.

The selection committee for this selection procedure will be composed as follows:

Fabian Pereyra (chairperson)
Andrea Classen (member)
Maria Moreira (member)
Sérgio D'Ambra (member)
David Penny (member designated by the EMCDDA Staff Committee)

Due to the large volume of applications, only candidates selected for phase 2 will be contacted. Candidates who have not been contacted by the EMCDDA by 31/07/2021 should consider that their application has been unsuccessful. For up-to-date information on the process of this selection procedure, please visit the EMCDDA's website at the following link:

<https://www.emcdda.europa.eu/about/jobs>

Applicants invited for the second phase may be entitled to a flat-rate contribution towards travel and subsistence expenses (if any). Information will be provided together with the invitation letter.

5. Reserve list and engagement

The work of the selection committee ends with the preparation of a draft reserve list of candidates considered suitable to occupy the position advertised, to be proposed to and approved by the appointing/contracting authority of the EMCDDA.

Only candidates who reach 70 % of the marking points available for the second phase can be included in the reserve list for appointment. On the basis of the adopted reserve list, the appointing/contracting authority of the EMCDDA may offer a contract of engagement. Candidates shall note that the inclusion in the reserve list does not guarantee recruitment, which will depend, among other things, on availability of vacant posts and budget.

The established reserve list may be used in order to fill similar positions within the EMCDDA.

The reserve list will be valid until 31/12/2023 and may be extended by decision of the EMCDDA appointing/contracting authority.

6. Conditions of employment

6.1. Legal framework

A contract offer will be made pursuant to the Conditions of employment of other servants of the European Union, (<https://eur->

lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:en:PDF), for five-year period according to Article 85 of the mentioned rules.

The place of employment will be Lisbon, Portugal, where the EMCDDA has its seat.

6.2. Pay and welfare benefits

The job holder's net monthly basic salary, for AST 4 step 1 will be approximately EUR 3800. In addition to this basic salary, the job holder may be entitled to various allowances, in particular an expatriation or foreign residence allowance and family allowances, including household allowance, dependent child allowance, pre-school allowance and an education allowance.

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

The salary of the job holder is subject to a Community tax deducted at source and is exempt from national tax. The salary package will be affected by a weighting factor and includes the European Community social security and pensions schemes.

6.3. Confirmation of engagement and security clearance

Staff engaged by the EMCDDA are required to serve a probationary period of nine months. Successful applicants may be required to undergo a security vetting and clearance procedure.

A certificate of good conduct must be provided to the EMCDDA prior the signature of the employment contract. In case of unfavourable entries in the certificate of good conduct, the EMCDDA reserves the right not to award an employment contract.

6.4. Declaration of commitment to serve public interest independently

Staff engaged by the EMCDDA are required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to the interests that might be considered prejudicial to his/her independence.

EMCDDA staff are required to carry out their duties and conduct solely with the interests of the EMCDDA and of the European Community in mind; they shall neither seek nor take instruction from any government, authority, organisation or person outside his institution. EMCDDA staff shall carry out the duties assigned objectively, impartially and in keeping with the duty of loyalty to the EMCDDA and to the European Community.

7. Request for review and appeal procedure

A candidate who feels that a mistake has been made during the selection procedure may ask to have his/her application reconsidered by sending, within 20 calendar days from 31/07/2021, a request for review, quoting the number of the selection procedure concerned to the Chairperson of the selection committee at the following address:

EMCDDA
Chairperson of the selection committee
Praça Europa 1, Cais do Sodré
1249-289 Lisbon
Portugal

The selection committee will reconsider the application and notify the candidate of its decision within 45 calendar days of receipt of the letter.

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 of the European Communities and Conditions of employment of other servants of the European Communities, at the following address:

The EMCDDA Director
Praça Europa 1, Cais do Sodré
1249-289 Lisbon
Portugal

The complaint must be lodged within three months. The time limit for initiating this type of procedure (see Staff Regulations <https://eurlex.europa.eu/en/index.htm>) starts to run from the time the candidate is notified of the act adversely affecting him/her.

Like all citizens of the European Union, you can make a complaint to the European Ombudsman:

European Ombudsman
1 avenue du Président Robert Schuman — CS 30403
67001 Strasbourg Cedex
FRANCE
<https://www.ombudsman.europa.eu/en/home>

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 complaints or for submitting appeals to the Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the European Union. Note also that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

8. EMCDDA contact person

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Date of publication: 10/05/2021