

EUROPEAN DEFENCE AGENCY (EDA)

Vacancy notice

Directorate	Corporate Services Directorate
Vacancy title	Service Desk IT Specialist
Contract type	Contract agent
Group	FGIII
Grade	N.A.
Indicative starting date	16/01/2025
Security Clearance	SECRET UE/EU SECRET
Management of staff	N.A.
Location	Brussels
Closing date for applications	01/10/2024

The selection of candidates will follow the EDA Staff Recruitment Procedure. Candidates must apply for this post via the EDA website <http://www.eda.europa.eu - vacancies>. Please note that to make an EDA on - line application you will need to create your EDA profile using a valid e - mail address and a password.

1. BACKGROUND

The European Defence Agency (EDA) was established on 12 July 2004, and is governed by Council Decision (CFSP) 2015/1835 defining the statute, seat and operational rules of the European Defence Agency. The Agency has its headquarters in Brussels.

The main task of EDA is to support the Council and the Member States in their effort to improve the Union's defence capabilities in the field of crisis management and to sustain the Common Security and Defence Policy (CSDP) as it currently stands and as it develops in the future.

The Agency is structured into four directorates. The Corporate Services Directorate (CSD) and three operational directorates: Industry, Synergies and Enablers (ISE); Capability, Armament & Planning (CAP); Research, Technology and Innovation (RTI).

2. THE AGENCY'S WAY OF WORKING

The Agency is an "outward-facing" organisation, constantly interacting with its shareholders, the participating Member States, as well as with a wide range of stakeholders. It works in an integrated way, with multi-disciplinary teams representing all of the Agency's functional areas, to realise its objectives. Its business processes are flexible and oriented towards achieving results. Staff at all levels need to demonstrate the corresponding qualities of commitment, flexibility, innovation, and team-working; to work effectively with shareholders and stakeholder groups, formal and informal; and to operate without the need for detailed direction.

3. THE CORPORATE SERVICES DIRECTORATE

The Corporate Services Directorate (CSD) provides critical business support to EDA operations by delivering high-quality corporate services under six dedicated organizational elements, namely: Human Resources; Procurement and Contract Management; Finance; IT and Information Management, Security, Legal and Infrastructure. Additionally, the EDA Programme Manager and Corporate Projects Officer as well as the Record Manager, are responsible for the effective Project Management and the management of information produced and/or received by the organisation.

CSD processes are geared towards efficient and optimal use of resources, leveraging good practice and technological solutions while ensuring sound financial management, transparency and accountability; outward focus and commitment to continuous improvement are the hallmarks of CSD.

4. DUTIES

Under the supervision of the Head of Unit IT, the jobholder will be responsible for/contribute to the following activities:

- ensure that IT Service Management processes and best practices, work instructions and other relevant documentation concerning Service Desk procedures are used for efficient handling of all ICT tasks;
- track and update service requests in the ticketing system and assist in further customisation of the Service Desk ticketing system;
- exercise the decision-making process for prioritisation to effectively assign tickets to IT support staff for proper resolution;
- provide first and second line support for internal and external users requiring assistance with information technology issues and problems with efficient Service Desk;
- ensure the smooth running of EDA Videoconferencing facilities and provide effective support to EDA virtual meetings (e.g. via WEBEX or MS TEAMS);
- install hardware and software components, updates, workstations, peripherals, mobile phones, videoconferencing units, and logical unit support, while ensuring their maintenance and update;
- assist with coordination of technical support with external service suppliers and contracted vendors within the remit of the services they provide;
- maintain inventory records for desktop computers, mobile equipment, printers, software, and other various computer related equipment;
- collaborate and support the maintenance of the IT archive and documentation, and the operation of available IT applications;
- manage the IP telephone system;
- manage printers and supplies;
- system checks and monitoring;
- other Service Desk management and system administration tasks;
- additional tasks as required in the interest of the service.

Duties could evolve according to development of the EDA's structure and activities, and the decisions of EDA management.

5. ELIGIBILITY CRITERIA

To be considered eligible to take part in this selection procedure, on the closing date for the submission of applications candidates must satisfy all the eligibility criteria as specified below:

- be a national of a Member State participating in the Agency;
- be entitled to their full rights as citizens;
- have fulfilled any obligations imposed on them by the laws concerning military service;

- produce the appropriate character references as to their suitability for the performance of their duties (extract from the “judicial record” or certificate of good conduct will be requested prior to recruitment);
- be physically fit to perform their duties;
- have a thorough knowledge (minimum level C1 oral and written) of one of the languages of the participating Member States and a satisfactory knowledge (minimum level B2 oral and written) of another of these languages to the extent necessary to discharge their duties;
- have no personal interest (financial, family relationship, or other) which could be in conflict with disinterested discharge of their duties within the Agency;
- hold, or be in a position to obtain, a valid Personnel Security Clearance Certificate (national or EU PSC at SECRET UE/EU SECRET level). Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, and which shows the level of EUCI to which that individual may be granted access (SECRET UE/EU SECRET), the date of validity of the relevant PSC and the date of expiry of the certificate itself. Note that the necessary procedure for obtaining a PSCC can be initiated on request of the employer only, and not by the individual candidate;
- have a level of post-secondary education attested by a diploma; or a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years; or, where justified in the interests of the service, professional training or professional experience of an equivalent level.

Only diplomas that have been awarded in EU Member States or that are the subject of equivalence certificates issued by the authorities in the said Member States shall be taken into consideration. In the latter case, the authority authorised to conclude contracts of employment reserves the right to request proof of such equivalence.

For diplomas awarded in non-EU countries, a NARIC recognition is required: <https://www.enic-naric.net/>

Qualifications/diplomas awarded until 31/12/2020 in the United Kingdom are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition is required.

It should be noted that due to the withdrawal of the United Kingdom from the European Union on 31/01/2020, candidates from the United Kingdom who do not hold the nationality of another participating EU Member State, are not eligible.

For native English speakers, your ability to communicate in another EU language will be tested during the selection process.

To assess your foreign language levels, see: <https://europa.eu/europass/en/common-european-framework-reference-language-skills>

6. SELECTION CRITERIA

A. Essential

Only applications meeting all essential selection criteria will be assessed.

(1) Professional

Candidates will be required to demonstrate the following qualifications:

- at least 3 years of experience in the duties mentioned above;
- sound knowledge and proven professional experience in IT Helpdesk / Service Desk environments and customer support;
- proven professional experience in deployment, management, maintenance and support of Microsoft Windows Operating Systems (Win 10/11) and related software;
- experience with WebEx and/or Microsoft Teams;

- proven professional experience in supporting a large number of customers and resolving issues related to software and/or hardware;
- excellent communication, diagnostic and troubleshooting skills;
- a very good knowledge of written and spoken English.

(2) Personal

All staff must be able to fit into the Agency's way of working (see para. 2). Other attributes important for this post include:

- excellent analytical skills with a proactive attitude to problem solving including the ability to take initiative as well as responsibility;
- strong sense of integrity;
- excellent organisational skills with the ability to multitask, prioritize and plan work accurately as well as with attention to details towards tight deadlines;
- very good interpersonal and team working skills especially in multicultural environments;
- ability to communicate clearly and effectively with non-IT internal stakeholders;
- service and client-oriented attitude in combination with very good communication skills;
- accuracy and attention to detail;
- genuine commitment to the Agency's objectives.

B. Desirable

The following will be considered an advantage:

- proven working experience in an ITIL 4.0 (or other compatible standard) environment;
- knowledge and experience in managing issues using JIRA ServiceDesk or other compatible ticketing system;
- hands-on experience in managing endpoints (Windows, Android, MacOS, Android) with MS Intune;
- experience in deployment, management, maintenance and support of M365 E5 platform;
- knowledge of MS Active Directory / MS Azure Active Directory / MS ENTRA;
- IT Security management skills.

7. INDEPENDENCE AND DECLARATION OF INTEREST

Selected candidates will be required to make a declaration of commitment to act independently in the Agency's interest and to make a declaration in relation to interests that might be considered prejudicial to their independence.

8. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The Service Desk IT Specialist will be appointed by the Chief Executive.

Recruitment will be as a member of the contractual staff of the Agency for a four-year period. Renewal is possible within the limits set out in the EDA Staff Regulations. The successful candidate will be recruited as Contract Agent, Function Group III.

The pay for this position consists of a basic salary of 3.204,55€ supplemented with various allowances including, as applicable, expatriation or family allowances. Successful candidates are graded on entry into service according to the length of their professional experience. Salaries are exempted from national tax, instead an Agency tax at source is paid. For further information on working conditions please refer to: <https://eda.europa.eu/jobs/what-we-offer>

Failure to obtain the requisite security clearance certificate before the expiration of the probationary period may be cause for termination of the contract.

Candidates are advised that part of the recruitment process includes medical analyses and physical check-up with the Agency's Medical Adviser.

Applications are invited with a view to establish a reserve list for the post of Service Desk IT Specialist at EDA. This list will

be valid until 31/12/2025, and may be extended by decision of the Chief Executive. During the validity of the reserve list, successful candidates may be offered a post in EDA according to their competences in relation to the specific requirements of the vacant post. Inclusion on the reserve list does not imply any entitlement of employment in the Agency.

9. EQUAL OPPORTUNITIES

EDA is an equal opportunities employer and accepts applications without distinction on the grounds of age, race, political, philosophical or religious conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

10. APPLICATION PROCEDURE

Candidates must submit their application electronically solely via the EDA website. Applications by any other means (hard copy or ordinary e-mail) will not be accepted. Applications must be submitted no later than midnight. Candidates are reminded that the on-line application system will not accept applications after midnight (Brussels time, GMT+1) on the date of the deadline.

When applying, candidates from Ministries of Defence or other governmental entities are encouraged to inform their national administration.

A selection panel will be appointed. Please note that the selection panel's internal proceedings are strictly confidential and that any contact with its members is forbidden.

Each application will be screened based on the requirements of the job profile stated in the vacancy notice. The most suitable applicants will be called for an interview and a written test. Candidates may also be requested to take part in an assessment centre, participating in a number of individual and group activities related to the competences required for the post.

If recruited, you will be requested to supply documentary evidence in support of the statements that you make for this application. Do not send any supporting or supplementary information until you have been asked to do so by the Agency.

Please note that once you have created your EDA profile, any correspondence regarding your application must be sent or received via your EDA profile. For any prior enquiry, please refer to the FAQ (Frequently asked questions) section, or send an e-mail to recruitment@eda.europa.eu.

11. DATA PROTECTION

Please note that EDA will not return applications to candidates. The personal information EDA requests from candidates will be processed in line with Regulation (EU) N° 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) 45/2001 and Decision No. 1247/2002/EC.

The purpose of processing personal data which candidates submit is to manage applications in view of possible pre-selection and recruitment at EDA. More information on personal data protection in relation to selection and recruitment can be found on the EDA website: <http://www.eda.europa.eu/jobs/dataprotection>