

SECONDED NATIONAL EXPERT - JOB PROFILE

Information Management Officer/Service Development Analyst

in Frontex Situation Centre under the Operations Division

Secondment duties:

Primary tasks

Reporting to the coordinator of the Service Development business area of the Frontex Situation Centre, the Information Management Officer/Service Development Analyst will be responsible for:

- Gathering and analyzing technical and non technical requirements in respect to development of new services;
- Analyzing business processes in relation to the design, development, implementation and delivery of services;
- Analyzing and evaluating present and proposed business processes, procedures and data processing needs for service delivery;
- Preparing and presenting policy papers, processes, procedures and reports in respect to service development and delivery activities.

Secondary tasks

- Performing Service Management tasks;
- Supporting Operational Trials of newly developed services;
- Performing any other task in the area of competence, as assigned by coordinator of Service Development business area.

Job requirements:

Professional knowledge

Essential:

- Solid understanding of business practices with fundamental understanding of project management methodology;
- Sound understanding of information management processes and procedures;

Advantageous:

- Knowledge of the EU legal framework;
- Previous work experience as a System Analyst in a border guard organization of a Member State of the EU
- Knowledge of ITIL framework

Technical skills and competences

- Very good communication skills in English, both verbally and in writing;
- Proficient user of Microsoft Office applications (MS Word, Excel, Powerpoint, Sharepoint and Outlook);
- Proficient user of databases, networks and applications;

Personal skills

- High level of commitment, initiative and creativity;
- Ability to organise and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;

- Good organization and co-ordination skills;
- Constructive, positive and service oriented attitude;
- Good team working skills;
- Ability to cooperate with other colleagues from different cultural backgrounds;
- Experience and ability to cooperate with various agencies and units (internal and external).