

SECONDED NATIONAL EXPERT - JOB PROFILE
Service Manager (Eurosur - Frontex Fusion Services)
in the Frontex Situation Centre under the Operations Division

Tasks and responsibilities:

Primary tasks

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

- Support implementation of EUROSUR related services;
- Support internal and external users of services and systems (EUROSUR, JORA, FOSS)
- Contribute to the preparation of training materials and provide training and coaching to users in Member States and at Frontex on the use of developed services;

Secondary tasks

- Support operational trials of systems and services;
- Perform any other task in the area of competence, as assigned by the Head of Unit.

Qualifications and experience required:

1) Professional experience

- Experience in the service management of information exchange and situation monitoring tools and systems;
- Experience in information management in a law enforcement environment, including drafting and implementation of policies, procedures and guidelines;
- Experience in cooperation with European Union agencies and institutions.

2) Professional knowledge

Essential:

- Sound understanding of information management processes and procedures;
- Sound knowledge of service management and familiarity with service management terminology and methodology.

Desirable:

- Knowledge of the EU legal framework;
- Knowledge of information management systems and processes used by Frontex (JORA, FOSS, Frontex Fusion Services)

3) 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;

4) Personal skills

- high level of commitment, initiative and creativity;
- ability to organize and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- very high level of 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).