



External Vacancy Notice in the European Asylum Support Office (EASO)

REF.: EASO/2021/CA/007

Publication: External
Title of function: ICT Service Desk Officer
Category and grade: Contract Agent – FG IV

1. EASO

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010¹, strengthens European Union (EU) Member States' practical cooperation on asylum, enhances the implementation of the Common European Asylum System (CEAS) and supports Member States whose asylum and reception systems are under particular pressure.

Specifically, EASO focuses on three main tasks:

1. Supporting practical cooperation among Member States on all matters pertaining to asylum mainly through training, quality activities, country of origin information (COI), statistics and analysis, specialised expert networks, practical cooperation workshops and thematic support on unaccompanied minors, trafficking in human beings and gender;
2. Supporting Member States under particular pressure through emergency support, including the deployment of asylum support teams to assist EU Member States in managing asylum applications and in putting in place appropriate reception facilities;
3. Contributing to the implementation of the CEAS by collecting and exchanging information on best practices, drawing up an annual report on the asylum situation in the EU covering the whole asylum procedure in EU Member States and adopting technical documents, on the implementation of the new EU asylum acquis.

The organisation chart of EASO can be consulted in the EASO Work Programme on EASO website (<https://www.easo.europa.eu/about-us/easo-organisation-structure>).

¹ Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 (OJ L 132, 25.5.2010, p.11).

EASO's headquarters is located in Valletta Harbour (Malta) with additional offices in Italy, Greece and Cyprus.

2. JOB DESCRIPTION

The **ICT Service Desk Officer** will be working in EASO ICT Unit and Service Desk Sector within Administration Centre (C4) and will be responsible for the following tasks:

1. Overseeing functional activities and performance of Service Desk, carrying out quality control for Service Desk operations by monitoring queues and resolution status of ICT service requests, assuring established SLA's and Key Performance Indicators are achieved;
2. Ensuring that IT Service Management processes and best practices, work instructions and other relevant documentation concerning Service Desk procedures are implemented for efficient handling of all ICT tasks; tracking and updating service requests in the ticketing system and assisting in further customisation of the Service Desk ticketing system;
3. Exercising the decision-making process for prioritisation to efficiently attribute trouble-tickets to ICT support staff for proper resolution. Coordinate assignments and act as backup within designated groups of expertise;
4. Ensuring the quality, accuracy and reliability of EASO's ICT Assets inventory by maintaining an overview over the full lifecycle from acquisition to disposal, by assuring the accuracy of enterprise assets management database and accurate information on ICT resources, including regular physical ICT asset tracking and inventory updates across all EASO facilities;
5. Advise the Head of Sector on stocks and timely highlight the availability of reserves of resources for business continuity and managing the risks associated, by providing reports in preparing the yearly planning for related acquisitions and budgetary implications and by ensuring the assets are correctly tracked and allocated in the handover procedures;
6. Regularly report to Head of Sector on achievement of KPI's and SLA's including regular statistics of workload, tickets resolution, status of service queues, escalations and other metrics in relation to performance of Service Desk, regularly report to Head of Sector on the status of ICT inventory and assets;
7. Maintaining accuracy of enterprise configuration management database to ensure the existence of accurate information on ICT resources to fulfil business needs and coherent professional support;
8. Promoting innovation within technical and organisational areas, following, and introducing best ICT practices and latest trends, supporting and promoting in establishing/disseminating good practices in the field of assets management;
9. Liaise with ICT support assistants of EASO field operations, ensuring efficient communication, compliance with global ICT strategy and ICT policies. Assure provision of quality ICT support to EASO personnel deployed to remote locations;

10. Provide ICT Support to EASO staff by troubleshooting their ICT technical issues; ensuring smooth operations of provided hardware and software solutions, videoconferencing services; effective support to EASO VoIP infrastructure; maintenance of the mobility solutions;
11. Installing hardware and software components, updates, workstations, peripherals, desk and mobile phones, videoconferencing units, and logical unit support, while ensuring its maintenance and update;
12. Assisting with coordination of technical support with external service suppliers and contracted vendors within the remit of the services they provide;
13. Other tasks assigned to him by the Head of the ICT Unit or the Head of the Service Desk Sector.

3. REQUIREMENTS

A) Eligibility Criteria

Candidates will be considered eligible for selection based on the fulfillment of the following formal criteria, by the deadline for applications:

1. Have a level of education that corresponds to completed university studies of at least 3 years attested by a diploma²;
2. Be nationals of one of the Member States of the European Union, Liechtenstein, Norway and Switzerland;
3. Be entitled to full rights as an EU citizen;
4. Have fulfilled any obligations imposed on them by the laws on military service;
5. Possess a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFRL) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFRL) of another one of these languages to the extent necessary for the performance of the duties pertaining to the post³;
6. Meet the character requirements for the duties involved⁴;
7. Be physically fit to perform the duties linked to the post⁵.

² Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the studies determining eligibility took place outside the European Union, the candidate is required to present documentation attesting that their qualification is recognised by a European Union Member State body delegated officially for this purpose (such as a national Ministry of Education). Only candidates who have received an offer letter will be required to provide this documentation.

³ See https://epso.europa.eu/how-to-apply/eligibility_en

⁴ Before the appointment, the successful candidate shall be asked to provide proof of a non-existent criminal record.

⁵ Before the appointment, the successful candidate shall be medically examined by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

B) Selection Criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the following selection criteria. These criteria have been subdivided into two categories: **Essential** and **Advantageous** Selection Criteria.

Please note that all Essential criteria are mandatory, meaning that no application will be assessed further if a candidate obtains a zero score in any of the Essential Criteria. The most suitable candidates with the highest overall scores will be invited to an interview.

Essential

1. At least 5 years of proven professional experience in ICT Service Desk environment and customer support in a large organisation including experience in managing Service Desk ticketing systems;
2. Proven professional experience in working with ITIL v3 framework and IT Service Management processes;
3. Work experience as team leader;
4. Work experience in effective prioritising and escalating customer requests, incidents and problems, enforcing established SLA's and KPI's to achieve maximum performance of support service and liaising with external support vendors;
5. Knowledge and experience in managing ICT asset lifecycle, handover procedures and corresponding database records;
6. Proven professional experience in deployment, management, maintenance and support of Microsoft Windows Operating Systems and related software.

Advantageous

1. Previous working experience in a multicultural environment, preferably in an international organisation or an EU agency;
2. Certification in the area of ITIL, ITSM, and/or Project Management;
3. Professional experience with designing and implementing Service Desk management tools and solutions.

C) Evaluation during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed based on the essential and advantageous criteria described in this Section, and the following additional criteria relevant to the post:

1. Excellent analytical skills with a proactive attitude to problem-solving including the ability to take initiative as well as responsibility;
2. Strong sense of integrity;
3. Proven capacity to analyse complex information, to consider options in clear and structured way, to propose and implement recommendations and to make sound decisions and priorities;
4. Excellent organisational skills with the ability to multitask, prioritise and plan work accurately as well as with attention to details towards tight deadlines;
5. Very good interpersonal and team working skills especially in multicultural environments;
6. Service-oriented attitude in combination with very good communication skills;
7. Accuracy and attention to detail;
8. Knowledge of the mission and organisation of EASO;
9. Excellent written and oral command of English, as well as ability to use electronic office equipment and applications (word processing, spreadsheets, presentations, electronic communication, internet etc.) are essential;
10. Sense of ownership and pride in your performance and its impact on EASO's success;
11. Critical thinker and problem-solving skills;
12. Good time-management skills.

Candidates may also be assessed on the above criteria through a hands-on exercise.

4. RECRUITMENT PROCESS

The Regulation which provides the legal basis for EASO was adopted in May 2010 (Official Journal of the European Union L 132 of 29.5.2010).

A) Identifying eligible candidates

After the deadline for submission of applications, the Selection Committee will verify the submitted applications against the eligibility criteria described in Section 3A ("Eligibility Criteria"). Applications satisfying these conditions will then be assessed against the "Selection Criteria" under Section 3B.

B) Further analysis of applications

Following this initial assessment, the Selection Committee will compare the applications of eligible candidates with reference to:

- The Selection Criteria ("Essential" and "Advantageous");
- The overall quality of the application and the candidates' suitability for the post when compared to the established job profile.

Please note that the Essential Selection Criteria are mandatory and no application will be further assessed if one of these criteria is not satisfied.

The Selection Committee will then establish a shortlist of the most suitable candidates to be invited for a written test, an interview and/or other tests based on the order of merit. These assessments will be held in English and, where applicable, other languages. Due to the large volume of applications received, only shortlisted candidates invited to the interview and written test will be notified thereof.

C) Assessment phase

The assessment phase is composed of the following components:

- Technical competency written test and/or other tests as deemed necessary for the post;
- Interview with the Selection Committee.

The assessment phase will be devised to evaluate the following components:

- General aptitude and language abilities to the extent necessary for the performance of their duties in accordance with Article 12.2(e) of the Conditions of Employment of other Servants of the European Union (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria included in the Vacancy Notice.

Please note that only candidates who are successful in all aspects of the assessment phase will have the possibility of being placed on the reserve list.

D) Verification of supporting documents

Only candidates who receive an offer letter will be required to present **originals or certified copies** of the documents listed below to confirm the accuracy and eligibility of the application against their supporting documents:

- A document proving their citizenship (e.g. passport);
- Any academic qualification mentioned in the application;
- Any professional experience mentioned in the application;

This selection procedure may be organised online. In such case, further information will be provided by EASO to candidates invited for an interview regarding the practical modalities for the assessment.

E) Establishing a reserve list

A reserve list will be established based on the outcome of the assessment phase and will remain valid until the end of the current year from the date of its establishment.

The reserve list may be extended at the discretion of the Executive Director.

Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

Prior to taking up duties, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

5. EQUAL OPPORTUNITIES

EASO applies an equal opportunities policy and accepts applications without discriminating on the basis of gender, race, color, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The Contract Agent will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure.

He/she will be recruited as a Contract Agent according to Article 3a of the CEOS for a period of 3 years which may be renewed. The Contract Agent post in question will be placed in group FG IV.

Successful candidates who are recruited will undergo an initial probation period of nine months.

The pay for a **Contract Agent FG IV (grade 13, step 1)** consists of a basic salary of **EUR 3,555.98** weighted by the correction coefficient (for Malta currently 94.70%) supplemented with various allowances, where appropriate, such as expatriation and family allowances. The salaries of staff members are subject to a European Union tax deducted at source. Staff members are exempt from national tax on salary and are members of the European Union social security and pension schemes.

For further information on working conditions of Contract Agents please refer to CEOS:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The place of employment is **Valletta Harbour (Malta)**.

7. APPLICATION PROCEDURE

All EASO's vacancies can be found on our [Vacancies](#) page and online [e-Recruitment](#) tool. For applications to be valid, candidates shall use EASO's online e-Recruitment tool to create a candidate account, activate it and complete all sections of the EASO application form, as detailed in the [User Manual](#) found on the landing page. Candidates are requested to complete their application in English.

Incomplete applications will be disqualified and treated as non-eligible. Please note that the selection process may take several months. In order to facilitate the selection process, all correspondence to candidates concerning this vacancy will be in English.

Candidates should not approach, directly or indirectly, the Selection Committee under any circumstances in relation to this recruitment process. The Executive Director reserves the right to disqualify any candidate who disregards this instruction.

Closing date:

The closing date for the submission of applications is **21 December 2021 at 12:00** (CET). EASO will disregard any application received after this date and time.

Applicants are strongly advised **not to wait until the date of the deadline** to submit their applications. EASO is not held responsible for any delays in submission of applications due to technical difficulties or any other factors that may arise.

If a candidate is found to have provided false information at any stage in the selection procedure, EASO is within its capacity to disqualify the candidate in question.

8. DATA PROTECTION

The purpose of processing of the data submitted by the candidate is to manage the application(s) of the candidate in view of a possible selection and recruitment at EASO.

EASO does not make public the names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of the EASO management team may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept in confidence by the personnel department). Application files of non-recruited candidates are kept for two years from the expiry date of the reserve list after which time they are destroyed.

The personal information requested will be processed in line with [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/ECText with EEA relevance.

9. APPEAL PROCEDURES

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be submitted within 3 months from the date of notification to the following address:

**The Executive Director
European Asylum Support Office
MTC Block A, Winemakers Wharf, Grand Harbour Valletta, MRS 1917
Malta**

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

**Court of Justice of the European Union
Rue du Fort Niedergrünwald
L-2925 Luxembourg
Luxembourg**

If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within two years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>), or write to:

European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.