



CALL FOR EXPRESSION OF INTEREST

EACEA/2021/15/TA2f/AD7/Information and Communication Technology (ICT) Expert – Administrator

External selection procedure to constitute two reserve lists:

- 1) EACEA/2021/15 a/TA2f/AD7/ICT Expert Business analysis**
- 2) EACEA/2021/15 b/TA2f/AD7/ICT Expert Data management**

Temporary Agent (2f) AD7

Place: Brussels

Jobs available from: immediately

Deadline for application: 08/10/2021 at 12.00 (midday), CET

The European Education and Culture Executive Agency (EACEA) is a multi-programme Executive Agency based in Brussels.

In cooperation with six Directorates-General of the European Commission, EACEA is privileged to manage the implementation of four of the European Union's flagship funding programmes: Erasmus+, Creative Europe, the Citizens, Equality, Rights and Values programme and the European Solidarity Corps.

Since 2006, EACEA has been a catalyst for projects in education, training, youth, sport, media, culture, solidarity, citizenship and values. On behalf of the European Commission, EACEA works to foster innovation in these areas, always in a spirit of cross-border cooperation and mutual respect.

As a modern, professional organisation EACEA strives to operate in a spirit of fairness and transparency, to uphold standards of equal access and treatment, and to support the projects that show Europe at its best.

Working at EACEA means taking a role at the heart of European project management. With over 400 staff and over 20 EU nationalities, EACEA is a dynamic, open and international workplace, best-placed to serve the citizens of Europe and empower the citizens of tomorrow.

For further information on the Agency, please refer to our website: <https://www.eacea.ec.europa.eu>

The objective of this external selection procedure is to constitute two reserve lists, with six successful candidates sought per field:

- 1. Project and service management with a focus on business requirements specification and analysis (6 successful candidates sought).**
- 2. Project and service management with a focus on data, information and knowledge management (6 successful candidates sought).**

NB. Candidates can apply only to one field.

I. DESCRIPTION OF TASKS

The selected candidate(s) will be responsible for the coordination and management of IT projects and services, and will report to one of the members of the management team of the recruiting units. The selected candidate(s) will be responsible for scoping, planning, executing and monitoring the IT projects in order to remain on schedule and within the defined budget, and they will manage the relationship between technical teams and the business at project level. As ICT experts, the selected candidate(s) will be expected to:

Project and service management:

- Define, plan and coordinate the execution of projects by effectively applying the relevant project management procedures and IT Governance of the Agency;
- Define, set up and contribute to the delivery of IT services as a service manager, change manager or service expert applying relevant ITIL processes and the IT Governance of the Agency;
- Validate the quality of the project / service deliverables and ensure that acceptance procedures are in place and conform to the contractual provisions for acceptance and payment of deliverables;
- Manage the contracts and the financial resources allocated to projects/services by preparing cost estimates, applying the budget management recommended practices of the Agency, monitoring expenditures and ensuring timely and effective procurement of necessary services;
- Contribute to procurements as part of the tender preparation, act as a member of evaluation panels, and contribute to contract preparation and to the negotiation of offers;
- Manage security aspects of the project / service in compliance with the applicable IT security policy, standards and guidelines;
- Provide input to the financial budget preparation of the Unit based on the needs in the area of responsibility;
- Contribute to the management of the team, in collaboration with the management team of the Unit;
- Perform other duties related to the job.

The candidate should be ready to move flexibly between project and service-based assignments, work in a focused manner and cooperate smoothly with a number of IT and business teams in the Agency. Must be able to handle multiple assignments and be deadline oriented.

1. Project and service management with a focus on business requirements specification and analysis

In addition to project and service management, as ICT experts in this field, the selected candidate(s) will be expected to:

- Collaborate with internal stakeholders and external contractors to define project/service deliverables based on adequate understood and defined requirements;
- Liaise closely with the operational units to understand their business needs and processes, and to identify opportunities for improving their operations through the use of IT;
- Contribute to the definition, provision and management of high-quality, cost-efficient and effective IT solutions to address business needs;
- Contribute to the streamlining and harmonisation of business processes;
- Ensure the coherence of the solutions proposed and implemented locally with the corporate IT landscape;
- Drive innovation (solutions, technologies, methods, tools).

2. Project and service management with a focus on data, information and knowledge management

In addition to project and service management, as ICT experts in this field, the selected candidate(s) will be expected to:

- Drive and review data modelling activities, including enterprise data modelling, data dictionary and related architecture artefacts, manage and keep up to date the data assets inventory;
- Create architectural designs;
- Improve how the Agency collects, uses, manages, and publishes data;
- Improve data quality and measurements;
- Ensure that data is available, reliable, consistent, accessible, secure, and timely to support the mission and activities of the Agency;
- Define and operationalise data governance and data quality policies;
- Work with internal and external solution suppliers (service providers and the European Commission's IT departments) to design, implement, and support the end-to-end workflow and data solutions;
- Understand and apply dimensional modelling;
- Follow technological developments and apply innovative solutions to current business needs.

II. ELIGIBILITY CRITERIA

Candidates will be considered eligible for selection on the basis of the following formal criteria which must be fulfilled by the deadline for applications:

A. General conditions:

- Be a national of a Member State of the European Union;
- Enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by the applicable laws on military service;
- Meet the character requirements for the duties involved¹;
- Be physically fit to perform the duties linked to the post;
- Have a thorough knowledge of one of the languages of the European Union and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties.

Candidates must therefore have knowledge of at least two official EU languages: one at minimum C1 level (thorough knowledge) and the other at minimum B2 level (satisfactory knowledge). Please note that the minimum levels required above must apply to each linguistic ability (speaking, writing, reading and listening) requested in the application form. These

¹ Prior to appointment, the successful candidates will be asked to provide a police certificate indicating that they do not have a criminal record.

abilities reflect those of the Common European Framework of Reference for Languages (<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>).

In these selection procedures, we will refer to the languages as:

- Language 1: the language tested during the interview.
- Language 2: the language used for the selection based on qualifications (Talent Screener), written test, the interview and for communication between EACEA and the candidates who have submitted a valid application. Language 1 can be any of the 24 EU official languages but must be different from language 2. Language 2 must be English or French. In the interest of the service, successful candidates recruited for these particular fields are required to have a satisfactory knowledge (minimum B2 level) of English or French. While knowledge of additional languages may be an advantage, successful candidates will mainly use English or French for their work (internal communication or communication with external stakeholders, drafting of specifications and reports, analysis of IT products and environments). Therefore, a satisfactory knowledge of one of these languages is essential. English is widely used in meetings and for communication with other services in the Agency and with external stakeholders. More generally, English is the language commonly used in the IT world and in all the international fora and organisations. Moreover, learning and development activities in the IT fields covered by these selection procedures are only available in English (especially for IT security). Knowledge of French is relevant for internal communication purposes.

Moreover, the use of language 2 for the Talent Screener is also justified because the latter is subject to a comparative assessment by the Selection Board; it is used as a reference document by the Selection Board during the interview and is used for recruitment purposes if a candidate is successful. It is therefore in the interest of the service and the candidates to complete the Talent Screener in Language 2.

B. Specific conditions:

a) Qualifications

- Have a level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is 4 years or more. The diploma should be in one of the following fields: informatics; computer science; information architecture; statistics; data science; engineering; business engineering; mathematics;

OR

- Have a level of education which corresponds to completed university studies of 3 years attested by a diploma in one of the following fields: informatics; computer science; information architecture; statistics; data science; engineering; business engineering; mathematics; and appropriate professional experience of at least 1 year².

b) Professional experience

At least 6 years of professional experience in information and communication technology, of which a minimum of 3 years in the chosen field. The professional experience must be acquired after achieving the minimum requirements stated in Section II B.a) “Qualifications”.

² Only study titles awarded in EU Member States (or having the equivalence certificate issued by the qualified authorities of the Member States) shall be taken into consideration.

III. APPLICATION PROCEDURE

Candidates are invited to apply in English to facilitate the selection process.

NB. Candidates can apply only to one field. Please indicate the exact reference in your application.

Candidates must submit:

- an up-to-date detailed curriculum vitae, in **Europass CV** format³.
- **a letter of motivation**, including their views on the proposed position (two pages maximum).
- the **Talent Screener form** duly completed

NB: Non-compliance with this requirement will lead to disqualification.

Applications must only be sent by email to the functional mailbox:

EACEA-HR-SELECTION@ec.europa.eu

Closing date: Applications must be sent at the latest by 08/10/2021 at 12:00 (midday), CET (please check the time zones).

Applicants are strongly advised not to wait until the last minute to submit their application since heavy internet traffic or other technical issues could lead to difficulties in submission. The Agency cannot be held responsible for such difficulties and will disregard applications submitted after the deadline or which are not complete.

Supporting documents showing evidence of the information given in the application will be requested at a later stage. No documents will be sent back to candidates. If, at any stage in the procedure, it is established that the information in an application has been knowingly falsified, the candidate will be disqualified from the selection process.

IV. SELECTION BOARD

A Selection Board will be appointed by the EACEA Director and will be composed of at least three members, including a member designated by the Staff Committee of the Agency.

The work and deliberations of the Selection Board are confidential. Under no circumstances should candidates approach the Selection Board themselves, either directly or indirectly, concerning this recruitment. The authority authorised to conclude contracts of employment reserves the right to disqualify any candidate who disregards these instructions.

³ EU CV format available on: <http://europa.eu/europass>

V. SELECTION PROCEDURE

1. Eligibility check

The eligibility requirements laid down in Section II 'Eligibility criteria' will be checked against the data provided in the candidates' applications. The authority empowered to conclude contracts of employment will check whether you meet the general eligibility conditions under point II.A while the Selection Board will check compliance with the specific eligibility conditions under point II.B 'Specific conditions: Qualification and Professional Experience'.

2. Selection based on qualifications

The selection based on qualifications will be carried out only for the eligible candidates selected as described above, using the information provided by the candidates in the 'Talent Screener' form. For each field, the Selection Board will assign each selection criterion a weighting that reflects its relative importance (1 to 3) and each of the candidate's responses will be awarded between 0 and 4 points. The Selection Board will then multiply the points by the weighting for each criterion and add these in order to identify those whose profiles best match the duties to be performed.

Please see Annex I for the list of criteria per field.

Only the candidates with the highest overall marks in the selection based on qualifications will go through to the next stage of the procedure.

3. Written test

A maximum of five times the number of successful candidates sought⁴ for each field will be invited to the written test. If you scored one of the highest total marks in the selection based on qualifications, you will be invited to the written test.

The written test, held in English or French (language 2), will aim to assess the candidates' drafting abilities, specific knowledge related to the profile, analysis and problem-solving, and abilities to deliver quality and results. The written test will be marked out of 50 with a pass mark of 30.

4. Interview

A maximum of 15 successful candidates sought per field⁵, who are the best scored following the written test, will be invited for the interview.

The interview will assess the candidates' suitability to perform the duties described under point I of this notice, their professional knowledge and background, their specific knowledge related to the profile, their potential to progress in the function to be filled in and other functions in the future, their motivation, their level of languages and their knowledge of the European Union.

The interview will be marked out of 50 with a pass mark of 30.

⁴ Where a number of candidates tie for the last available place, they will all be invited to the written test.

⁵ Where a number of candidates tie for the last available place, they will all be invited to the interview.

The interview will be in English or French (language 2). Some questions will be asked in language 1. The other languages indicated by the candidates in their application may be tested during the interview as well.

NB: the written test and the interview may be organised either in Brussels or remotely, depending on the COVID-19 situation. Candidates will be instructed accordingly.

Candidates will be provided with the technical details regarding the written test and the interview at a later stage.

5. Reserve lists

After checking candidates' supporting documents, the Selection Board will draw up a reserve list for each field, composed of the eligible candidates who have obtained the highest overall marks following the interview, until the number of successful candidates sought is reached⁶. Names will be listed alphabetically.

Inclusion of candidates on the reserve list does not guarantee recruitment. Recruitment will be based on the availability of posts and budget. The reserve list will be valid until 31/12/2023. EACEA may decide to extend the validity of the list.

VI. ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

The successful candidate⁷ is engaged as a Temporary Agent in accordance with Article 2(f) of the Conditions of Employment of Other Servants of the European Union (CEOS) as an administrator in grade AD7. The employment contract is concluded for a determined duration of 2 years. This contract may be renewed for a further year. Any subsequent renewal will be for an indefinite period.

The basic monthly salary for Temporary Agent AD7 (step 1) is EUR 6.294,84. In addition to the basic salary, staff members may be entitled to various allowances, in particular household allowance, expatriation allowance (16% of the basic salary), dependent child allowance and education allowance. The salary is subject to a Community tax deducted at source and staff members are exempt from national taxation.

The place of employment is Brussels, Belgium where the Agency has its seat.

For further information please consult [the Staff Regulations](#).

VII. INFORMATION TO CANDIDATES

An acknowledgement of receipt will be sent to all candidates by email to confirm the reception of their application.

⁶ Where a number of candidates tie for the last available place, they will all be admitted to the list.

⁷ Before engagement, successful candidates must undergo a medical examination by the medical services of the Commission in order to check whether they satisfy the condition set out in Article 12(d) of the Conditions of Employment of Other Servants of the European Union.

All candidates will be informed in due time about the processing of their application, and about whether they are invited for the selection procedure as described above or not. These notifications will be sent either by email or in Ares.

Candidates may request clarifications about the processing of their application by sending an email quoting the reference of the selection concerned to the following address:

EACEA-HR-SELECTION@ec.europa.eu

VIII. REQUEST FOR REVIEW

Candidates who feel that a mistake has been made in the assessment of their profile may ask to have it re-assessed by sending, within 10 working days of the date on the email/note notifying the rejection of his/her application, a request for review, quoting the number of the selection procedure concerned to the Selection Board at the following address: EACEA-HR-SELECTION@ec.europa.eu.

The Selection Board will reconsider the application and notify the candidate of its decision within 15 working days of receipt of the letter.

• Complaint on the basis of Article 90(2) of the Staff Regulations of Officials of the European Union (SR)

Candidates may submit a complaint on the basis of Article 90(2) of the SR, which is to be sent for the attention of the Director of EACEA, Roberto CARLINI, by email to

EACEA-HR-SELECTION@ec.europa.eu.

The time limit set out for this type of procedure is 3 months starting from the date of notification of the action adversely affecting the complainant.

• Judicial appeal

Candidates may submit a judicial appeal on the basis of Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations. For details on how to submit a judicial appeal and how to determine the deadlines, please consult the website of the General Court (<https://curia.europa.eu>).

• Complaint to the European Ombudsman

Candidates, like all citizens of the Union, may lodge a complaint with the European Ombudsman. Before you submit a complaint to the Ombudsman, you must first make the appropriate administrative approaches to the institutions and bodies concerned (see above). Making a complaint to the Ombudsman does not extend the deadlines for lodging administrative complaints or judicial appeal.

Please consult the website of the European Ombudsman (<https://www.ombudsman.europa.eu/en/home>).

Data protection

The Agency will ensure that candidates' personal data are processed as required by 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 data⁸, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC Text with EEA relevance. The Privacy Statement can be found on the Agency's website including details on the right of access and rectification of personal data.

⁸ OJ L 295 of 21.11.2018, p. 39.

Annex I - Selection criteria

The Selection Board considers the following criteria for the selection based on qualifications:

A. Project and service management with a focus on business requirements specification and analysis

1. Excellent analytical capacities, proven in the context of business processes and business requirements analysis and specification.
2. Professional qualification in project management demonstrated by formal accreditation / certification / training (e.g. PM2, Prince2, PMI).
3. Professional qualification in service management demonstrated by formal accreditation / certification / training (e.g. ITIL, Cobit).
4. Additional certification, studies and/or training relevant to the tasks listed in the job description.
5. Professional experience in the management of complex projects.
6. Good leadership qualities, including the ability to inspire colleagues, to stimulate creative ideas, to encourage people, to set objectives and to give constructive feedback.
7. Work experience gained in an international and multicultural environment.

B. Project and service management with a focus on data, information and knowledge management

1. Excellent analytical capacities, proven in the context of data analysis.
2. Professional qualification in project management demonstrated by formal accreditation / certification / training (e.g. PM2, Prince2, PMI).
3. Professional qualification in service management demonstrated by formal accreditation / certification / training (e.g. ITIL, Cobit).
4. Professional qualification in data management demonstrated by formal accreditation / certification / training (e.g. CDMP, Certified Data Management Professional).
5. Additional certification, studies and/or training relevant to the tasks listed in the job description.
6. Professional experience with data technologies such as master data management (MDM), business intelligence, data mining, data virtualisation, dash-boarding and related tools.
7. Good leadership qualities, including the ability to inspire colleagues, to stimulate creative ideas, to encourage people, to set objectives and to give constructive feedback.
9. Work experience gained in an international and multicultural environment.