

JOB DESCRIPTION

Name of the Post: **Second Officer in the ICT Solutions Development Unit (IMT3) - Systems Integration Engineer**

Reporting to: **First Officer in the ICT Solutions Development Unit**

Head of the ICT Solutions Development Unit

1. Purpose of the post

The Information Management and Technology Department (IMT) comprises the responsibility for Information Management and Information and Communication Technology (ICT). Some 100 staff in 3 out of 6 units is responsible for developing, delivering and maintaining information management and communication technology capabilities that ensure enhanced criminal information exchange between Member States.

The main purpose of the post is to provide ongoing support to existing applications within Europol and to participate in the procurement, system integration and support of future applications.

Most applications the selected candidate will be involved in are configured and integrated combinations of off-the-shelf products using technology from companies such as Microsoft, Hummingbird, OpenText and IBM.

The post-holder will collaborate closely with external suppliers, other units of the IMT department as well of Europol's Serious Crime department.

The ideal candidate for this position is a software engineer with experience with a diverse set of software components from different vendors, with a focus of content and document management technology.

2. Tasks and Responsibilities

The successful applicant will have to carry out the following main duties:

- Actively participate as a systems integration engineer during all phases of the solution development process;

- Support existing applications by providing 3rd level support, troubleshooting and corrective maintenance;
- Liaise with external suppliers regarding maintenance and support of different systems;
- Develop integration and performance tests;
- Elaborate and discuss different options for solutions;
- Create and maintain technical documentation according to agreed standards.

3. Requirements

3.1 General requirements (Art. 24 of the Europol Staff Regulations)

The post holder must:

- **Be a national of one of the Member States of the European Union and enjoy full rights as a citizen;**
- **Have an excellent oral and written command of at least two official languages of the European Union, including English;**
- **Have fulfilled any obligations imposed on him/her by the laws concerning military services;**
- **Produce appropriate character references as to the suitability for the performance of the duties;**
- **Be physically fit to perform the duties;**
- Possess a level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is at least 3 years, preferably in the area of Computer Sciences;
- In addition to the above have at least 3 years of relevant professional work experience in the area of Information Technology gained following the award of the diploma.

3.2 Specific skills and competencies required for the post:

The post holder must have:

a. Professional experience:

Essential:

- Experience with document management technology as a system integration engineer;
- Experience with IBM WebSphere Application Server;

- Experience with Java and Java VM technology;
- Experience with Microsoft SQL Server.

Desirable:

- Experience with Hummingbird or OpenText document management technology;
- Experience with Microsoft SharePoint;
- Experience with iterative software development methodologies;
- Experience in the use of Visual Studio Team System development environment;
- Experience with the creation, administration and support of virtual servers using VMWare ESX.

b. Professional knowledge:

Essential:

- Extensive knowledge of Java and Java VM technology;
- Sound knowledge of Document Management Systems;
- Knowledge of IBM WebSphere Application Server.

Desirable:

- Familiarity with a structured project management methodology;
- Knowledge of virtual server technology, preferably VMWare ESX.

c. Technical skills and competencies:

Essential:

- Ability to understanding and describe complex IT systems including the main components and their interactions;
- Ability to quickly and effectively analyse, understand and troubleshoot existing applications;
- Ability to effectively communicate complex technical matters to non-technical audiences;
- Ability to envisage and describe software solutions addressing complex sets of requirements;

- Ability to write quality technical documentation in English.

Desirable:

- Basic understanding of infrastructure components such as DNS, Load Balancing and Firewalls.

d. Social skills and competencies:

- Excellent communication skills, both verbally and in writing;
- Ability to co-operate with colleagues from different cultural backgrounds;
- Ability to co-operate with various agencies and units;
- Ability to organise and manage own time and workload, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- High level of interpersonal skills with the ability to work well within a team;
- High sense of responsibility and integrity, and display initiative and commitment.

4. Salary

Scale: 8

The basic salary is EUR 4 134, 46.

(Tax deductions and social contributions within Europol amount to approximately 10-15 %)

In addition, when relevant, family allowances can be granted:

- 5% of the basic salary – household allowance;
- EUR 289.03 (net) – per dependant child;
- EUR 628.33 (net) – expatriation allowance

Additional benefits (annual trip home, education allowance, rent and other allowances, excellent health insurance, etc.)

5. Additional Information

5.1 Main dates:

Deadline for application: 17. August 2009

Recruitment procedure: 3. & 4. September 2009

Starting date of employment: no later than 1 December 2009

5.2 Contact Details:

Should you have further questions on the details of the above position, or should you require any guidance on completing the application form please consult the EUROPOL RECRUITMENT GUIDELINES on www.europol.europa.eu or call +31 (0) 70 302 5298 or +31 (0) 70 353 1628.
