

JOB DESCRIPTION

Name of the Post: First Officer in the ICT Infrastructure and Operations Unit with the Information Management and Technology Department (IMT1) – ICT Operations Control (ITOC)

Reporting to: Head of the Infrastructure and Operations Unit

1. Purpose of the post

Participate to the maintenance, support and evolution activities of Europol's ICT infrastructure. In collaboration with the other IMT Units and groups, provide ICT solutions to business needs. The First Officer will lead the evolution of the Network Operations Centre team into the ICT Operations control with much wider scope of responsibilities and organizational importance.

2. Tasks and Responsibilities

Under the supervision of the Head of Unit, the post holder will be carrying out the following main duties:

- Ensure a sufficient level of monitoring of networks, applications databases, security devices and other ICT infrastructure elements;
- Organise the shift roster for staff providing the ITOC and on-call functions, prioritise tasks, supervise and monitor the performance of the ITOC staff and the quality of their work;
- Guarantee second line and occasionally third line support for the common infrastructure, virtual servers and fundamental perimeter security controls;
- Act a Problem Manager for all issues related to ICT operations;
- Manage the team in such areas as assessments, holiday requests, training proposals, personal development plans technical guidance and coaching;

- Ensure that the long-term strategy of the ITOC is clearly defined and adapted;
- Report to the Head of Unit on the state of the infrastructure and the main incidents related to the activities of the team members, their results and any relevant issues arising;
- Modify the internal processes as required in order to improve the efficiency of the support organisation;
- In cooperation with the Head of Unit, other First Officers and ITIL Process Managers, support the implementation and the evolution of the ITIL processes within Europol;
- Organise the documentation of policies and procedures in relation to the implementation and support of the ICT services and their configuration, along with ITOC support;
- Ensure documentation of systems falling under the responsibility of the post holder is adequate, up to date and suitable for disaster-recovery support;
- Lead the technical dialogue with the Member States technical contacts;
- Support of implementation of ICT changes.

3. Requirements

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

The post holder should:

- **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 four years or more, preferably in the area of Information Technology

OR

- Possess a level of education which corresponds to completed university studies attested by a diploma, preferably in the area of Information Technology and appropriate professional experience of at least one year when the normal period of university education is at least three years;
- In addition to the above have at least 9 years of relevant professional work experience in the area of ICT gained following the award of the diploma.

3.2 Specific skills and competencies required for the post:

The post holder should have:

a. Professional experience:

Essential:

- At least 3 years of experience in a position involving the management or coordination of personnel;
- At least 3 years of experience in managing and monitoring of applications, servers and networks as well as KPIs.

Desirable:

- Experience in the area of Microsoft environment security including securing Active Directory, hardening servers, programs and services;
- Project management experience;
- Experience in the area of configuration, support and maintenance including Firewall, VPN & anti virus solutions.

b. Professional knowledge:

Essential:

Sound knowledge in the following areas is required:

- Microsoft System Operations Manager;
- Active Directory, Microsoft Networking and System Administration;
- Virtualisation technology;
- Storage networks, backup infrastructures and related technologies and procedures;
- Fundamental perimeter security controls applied at network level (firewalls, IDS/IPS);

- CISCO device configuration;
- Ethernet, IP, NAT, videoconference technologies and VoIP.

Desirable:

- Knowledge of network management and configuration tools;
- Knowledge of firewall management tools;
- Knowledge of IBM WebSphere environment;
- Knowledge of ITIL framework;
- Knowledge of Information Security principles including but not limited to: Risk analysis methodologies and information security standards – common information security safeguards – expertise working with a wide range of IT security products, vendors and technologies;
- Knowledge of ICT security areas like intrusion detection and incident monitoring including knowledge of typical attack patterns and signatures as well as well-known DOS, exploits and vulnerabilities.

c. Technical skills and competencies:

The post holder should:

Essential:

- Possess excellent analytical skills;
- Have a good understanding of infrastructure concepts and technology and their impact on clients and services related to the business.

d. Social skills and competencies:

Essential:

- Possess a high level of interpersonal skills with the ability to work well within a team;
- Possess excellent oral and written communication skills including the ability to communicate technical matters to a non-technical audience;
- Have a high level of initiative and be creative;
- Be capable of working effectively in an international, multi-professional work environment;

- Be willing to work flexible hours including weekends and nights if required and to participate in an on-call duty roster.

4. Salary

Scale: 6

The basic salary is EUR 5 834, 13.

(Tax deductions and social contributions within Europol amount to approximately 15-20 %)

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

- 5% of the basic salary – household allowance;
- EUR 289.03 (net) - per dependant child;
- EUR 942.53 (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: 25. August 2009
Recruitment procedure: 16./17. 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.