

## VACANCY NOTICE

Ref. No: eu-LISA/16/TA/AD5/12.1

### IT Specialist (5 posts)

**(4 profiles–Test Manager AD5 x2/Application Administrator AD5/Database Engineer-SOA Middleware Specialist AD5/System Administrator AD5)**

<b>Post:</b>	<b>Test Manager AD5/Application Administrator AD5/Database Engineer-SOA Middleware Specialist AD5/System Administrator AD5</b>
<b>Sector/Unit/Department:</b>	1) Application Management and Maintenance Unit 2) Operations and Infrastructure Unit Operations Department
<b>Function Group/Grade:</b>	Temporary Agent AD5
<b>Location:</b>	Strasbourg, France
<b>Starting date:</b>	At the earliest 2 <sup>nd</sup> quarter 2017
<b>Level of Security Clearance:</b>	SECRET UE/EU SECRET <sup>1</sup>
<b>Closing date for applications</b>	<b>3 16 January 2017<sup>2</sup> 23:59 EET and 22:59 CET</b>

### 1. BACKGROUND

Applicants are invited for the above mentioned position at the European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (hereinafter referred to as “eu-LISA”), established under the Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011<sup>3</sup> (hereinafter referred to as “the Regulation”).

The seat of eu-LISA is Tallinn, Estonia. The tasks related to development and operational management of the current and future systems are carried out in Strasbourg, France. A backup centre is installed in Sankt Johann im Pongau, Austria.

<sup>1</sup> EC Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information

<sup>2</sup> Date of publication: 24 November 2016

<sup>3</sup> Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011, OJ L 286, 01.11.2011.

eu-LISA is responsible for the long-term operational management of the second generation Schengen Information System (SIS II)<sup>4</sup>, the Visa Information System (VIS)<sup>5</sup> and EURODAC<sup>6</sup>. In the future, it may also be made responsible for the preparation, development and operational management of other large-scale IT systems in the area of freedom, security and justice, if so entrusted by means of separate legal instruments.

Core task of eu-LISA is to ensure the effective, secure and continuous operation of the IT-systems. The Agency is also responsible for the adoption of necessary measures to ensure the security of the systems and the security of data.

Beyond these operational tasks, eu-LISA is responsible for the tasks related to reporting, publishing, monitoring and organising specific trainings on the technical use of the systems, implementing pilot schemes upon the specific and precise request of the European Commission and monitoring of research relevant for the operational management of the systems.

## **2. OPERATIONS DEPARTMENT**

### **APPLICATION MANAGEMENT AND MAINTENANCE UNIT**

The Application and Management and Maintenance Unit is located in Strasbourg, France. The Unit offers to its customers 24/7 operational support of the business applications portfolio, testing services to Member States and cost effective solutions to ensure the evolution of the current business systems. The Unit is responsible as well for the design, pilot and implementation of new solutions in line with the business needs and technological progress.

The Unit is composed by six sectors: "Production Applications Support", "Asylum Systems", "Internal Security Systems", "Border Management Systems", "Test & Integration Services" and "Service Design & Transversal Services".

### **THE OPERATIONS AND INFRASTRUCTURE UNIT**

The Operations and Infrastructure Unit, located in Strasbourg, France monitor the operations of the IT systems via a 24/7 Helpdesk (providing service on a continuous basis and being a contact point for the Member States), manage the network, the systems and is in charge of the daily management of the back-up centre (BCU) located in Sankt Johann im Pongau, in Austria.

The Unit is composed by three sectors: "Service Desk", "Network Infrastructure" and "Systems Infrastructure".

## **3. TASKS AND RESPONSIBILITIES**

### **3.1. Test Manager**

The role of the Test Manager is to ensure an efficient management of the testing in the scope of the project (test and playgrounds environments). The principal role of the Test Manager is to ensure the Project operations in testing phase. In addition, the Test

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<sup>4</sup> Regulation (EC) No 1987/2006 of the European Parliament and of the Council of 20 December 2006 on establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 381, 28.12.2006, and Council Decision 2007/533 JHA of 12 June 2007 on the establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 205, 7.08.2007.

<sup>5</sup> Regulation (EC) No 767/2008 of 9 July 2008 of the European Parliament and the Council concerning the Visa Information System (VIS) and the exchange of data between member States on short-stay visas (VIS Regulation), OJ L 218, 13.08.2008.

<sup>6</sup> Council Regulation (EC) No 2724/2000 of 11 December 2000 concerning the establishment of `EURODAC` for the comparison of fingerprints for the effective application of the Dublin Convention, OJ L 316, 15.12.2000.

Manager shall handle effectively complex support requirements of the IT systems managed in the defined scope of the project. The Test Manager is in charge of restoring normal service operation as quickly as possible and minimizing the impact on project operations, thus ensuring that the best possible levels of service quality and availability are maintained in the scope of the project.

Reporting to the Head of Application and Management and Maintenance Unit and within the Test & Integration Services Sector, the Test Manager shall be responsible for:

- Planning and preparing the test scenarios;
- Maintaining the test environments preparations;
- Overseeing vendor design and installation of environments and installations;
- Solution test for different environments;
- Supporting MS in different test phases;
- Ensuring the validation of the Test Data;
- Validating of all test strategies (including data migration, if required);
- Validating the build simulators, if required;
- Validating the test results in all project's test phases.

### **3.2. Application Administrator**

The Application Administrator ensures the 2nd line of support of the 24/24 7/7 for SIS II, EURODAC, VIS/BMS, EES applications in close collaboration with the internal and external involved parties (Operators, Network Administrators, System Administrators, Application Managers, contractors). Application Administrator is in charge of the maintenance and technical development necessary to ensure that the systems function at a satisfactory level of operational quality. The duties described below will imply occasional travels to the backup site as well as shift-work or work on duty during nights and/or weekends.

Reporting to the Head of Application and Management and Maintenance Unit and within the Production Applications Support Sector, the Application Administrator shall be responsible for:

- Ensuring the 2nd line of support of the 24/24 7/7 for SIS II, EURODAC and VIS/BMS applications in close collaboration with the involved parties (Operators, Network Administrators, System Administrators, Application Managers, etc.);
- Supervising the helpdesk (managing overall helpdesk activities, acting as an escalation point);
- Receiving, investigating and resolving incidents, problems and service requests related to the application, network, systems within his/her competence and coordinate with the internal technical experts or the vendor, in case it is required, for resolution;
- Proposing appropriate actions to proactively ensure the respect of all Service Level Agreements;
- In case of incidents or problems, taking the timely corrective actions to ensure the respect of the Service Level Agreements and follow up with the vendor until the correct resolution;
- Informing the Application Managers, Incident Managers, Heads of Units and other involved parties about the incident status and the resolution progress as well as relevant changes incurred;

- Maintaining the applications of the IT systems, managed by the eu-LISA and prepare/implement possible new technical functions for the existing applications;
- Preparing in collaboration with the internal specialists and vendors the release packages, if requested by the Production Application Support team leader;
- Ensuring the integrity of the release package that all the documentation is produced or updated, that all components released are described correctly and according to the standards, tested and released as procedures in place required;
- Keeping up-to-date all the systems documentation, including contacting and coordinating the gathering of the required inputs from different parties to ensure the completion of the documentation;
- Maintaining and administering the user environment, if required;
- Developing and maintaining software for statistical data collection, processing and dissemination;
- Participating in the reporting on the functioning of the IT systems; contributing to the management of the databases of the IT systems, ensuring that any change is reflected in the appropriate documentation;
- Participating in the definition and execution of tests, if required.

### **3.3. Database Engineer-SOA Middleware Specialist**

The Database Engineer-SOA Middleware Specialist ensures the technical lead in managing various project environments, mainly in the areas of Fusion APPS databases and Fusion Middleware stacks in the project scope and in close collaboration with the internal and external involved parties (Operators, Network Administrators, System Administrators, Application Managers, Contractors). The Database Engineer-SOA Middleware Specialist is in charge of the maintenance and technical development necessary to ensure that the new and existing system functions at a satisfactory level of operational quality.

Reporting to the Head of Application and Management and Maintenance Unit and within Production Applications Support Services Sector, the Database Engineer-SOA Middleware Specialist shall be responsible for:

- Providing installation, configuring;
- Patching and supporting fusion APPS databases and Fusion Middleware stacks;
- Providing high level database and application administration in the scope of the project environment;
- Developing a complete set of fusion Database administration documentation describing configuration of fusion Middleware and Weblogic server;
- Troubleshooting and analysing databases, application servers, with the focus on web servers and applications defined in the project scope;
- Ensuring assistance in application, Middleware and database environment related issues in the scope of the project;
- Interacting with internal stakeholders, contractors and software developers to provide high-level technical advise and assistance;
- Providing implementation, day-to-day management and oversight of the Oracle and database governance process for all internal Oracle based systems;
- Reviewing design specifications and external technical publications;
- Providing high-availability design, configuration and maintenance, including clustering and load balancing for fusion Middleware;

- Providing feedback for product and document Improvement in the scope of the project;
- Providing expert knowledge in Oracle Fusion Middleware and Weblogic administration;
- Providing feedback for product and document Improvement in the scope of the project;
- Developing and maintaining software for statistical data collection, processing and dissemination;
- Participating in the reporting on the functioning of Smart Borders Project systems, contributing to the management of the databases of the IT systems, ensuring that any change is reflected in the appropriate documentation.

### **3.4. System Administrator**

During the development phase of the new Systems, the principal role of the System Administrator is to plan and design the required system infrastructure, in order to ensure the future operations of the system functioning 24 hours a day, 7 days a week. The System Engineer manages the internal and external coordination with all stakeholders for the definition of related services, including the incorporation of customer requirements and needs and the management of vendor relationships. The System Engineer is to that respect in charge of the System infrastructure, as well as of the operational management of the related contracts.

Reporting to the Head of Operations and Infrastructure Unit and within Systems Infrastructure Sector, the System Administrator shall be responsible for:

- Designing the future system infrastructure, including its integration into the existing technical and procedural framework of the Agency;
- Designing and implementing the required processes for receiving, investigating and resolving incidents, problems and service requests related to the System infrastructure within the IT Service Management framework of the Agency;
- Designing the required Service Level Agreements and appropriate actions to proactively ensure their respect, including the timely corrective actions to ensure and follow up with the vendor until the correct resolutions;
- Preparing the future management and operation of the Agency backup site (BCU);
- Ensuring follow up of the sub-contracted activities (e.g. define terms of reference, prepare the technical specifications of calls for tenders and perform the technical evaluation of the received offers, participate in the selection process, supervise contract performance, select, guide and follow-up sub-contracted staff, review deliverables);
- Managing/Liaising with external contractors, from a technical and operational point of view;
- Ensuring coordination with a range of stakeholders (e.g. development and/or maintenance contractors, Member States, European Commission);
- Participating in the reporting on the project activities;
- Participating in the definition and execution of tests;
- Managing contractors and assist the unit/division responsible for finance, procurement and contracts in drafting technical specifications for new procurement procedures.

## 4. QUALIFICATIONS AND EXPERIENCE REQUIRED

### 4.1. Eligibility criteria

Applicants will be considered eligible for the selection on the basis of the following formal criteria to be fulfilled by the deadline for applications:

- 4.1.1. a level of education which corresponds to completed university studies of at least three years attested by a diploma;

Professional experience – No professional experience is required;

***N.B. Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said EU Member States shall be taken into consideration.***

- 4.1.2. produce evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of the duties;
- 4.1.3. be a national of one of the Member States of the Union, Norway, Iceland, Liechtenstein or Switzerland<sup>7</sup> and enjoy the full rights as a citizen<sup>8</sup>;
- 4.1.4. produce the appropriate character references as to the suitability for the performance of the duties;
- 4.1.5. has fulfilled any obligations imposed on him by the laws concerning military service;
- 4.1.6. be physically fit to perform the duties<sup>9</sup>.

### 4.2. Selection criteria

#### 4.2.1. Professional competencies

##### **4.2.1.1. Test Manager**

The applicant will be required to demonstrate that he/she has:

- Work experience in planning and preparation of the test scenarios;
- Work experience in overseeing vendor design, installation and maintenance of environments;
- Work experience in designing and execution of solution test for different environments;
- Work experience in supporting Member States in different test phases;
- Work experience in the validation of the Test Data;
- Work experience in the validation of all test plans and test results (including data migration, if required);
- Work experience in managing a team in charge coordination/planning/monitoring/training/communication and/or reporting on activities within an organisation;

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<sup>7</sup> Appointment of staff from countries associated with the implementation, application and development of the Schengen acquis and EURODAC-related measures is subject to the conclusion of the arrangements defined in article 37 of the founding Regulation of the Agency.

<sup>8</sup> Prior to any appointment, the successful applicant will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

<sup>9</sup> Before the appointment, the successful applicant shall be medically examined by a selected medical service in order that the Agency may be satisfied that he/she fulfils the requirement of Article 12 (2)d of the Conditions of employment of other servants of the European Communities.

- Work experience in applying a structured project management methodology for project activities e.g. (Prince 2).

#### **4.2.1.2. Application Administrator**

The applicant will be required to demonstrate that he/she has:

- Work experience in the daily operation of IT systems with high availability requirements (365/42/7) and high performance requirements;
- Work experience with Oracle Database Administration in Unix/Linux environments (Oracle 10g or Oracle 11g, Oracle Data Guard, Oracle RAC);
- Work experience with Oracle Weblogic Administration in Unix/Linux environments;
- Work experience in the specification and development of operational processes in the IT field;
- Work experience in the following domains: local network administration, firewall administration, system administration, database administration, web server administration, messaging middleware administration, system monitoring administration;
- Work experience in software development of large IT systems and/or testing, or work experience in the field of execution or testing business continuity or disaster recovery plans;
- Work experience with ITIL v3 processes (in particular incident, problem, change and release management).

Besides the following attribute would be advantage:

- Vendor certification.

#### **4.2.1.3. Database Engineer-SOA Middleware Specialist**

The applicant will be required to demonstrate that he/she has:

- Work experience with installation and administration of ORACLE Database products (10G, 11G including RAC, Oracle Recover Manager and Oracle Data Guard) and/or ORACLE SOA products (BPEL,BPM,OESB,OSB etc.). Vendor certification is an asset;
- Work experience in the following domains: local network administration, system administration, database administration, messaging middleware administration, system monitoring administration; Java coding;/J2EE/web services;
- Work experience in installation and administration of Web servers and application servers (Oracle Weblogic, IS, Apache etc.);
- Work experience in the specification and development of operational processes in the IT field;
- Work experience in the following domains: local network administration, system administration, database administration, messaging middleware administration, system monitoring administration; Java coding;/J2EE/web services;
- Work experience in operating with multiple operating systems including Linux;
- Work experience in the design and/or development of large IT systems, or work experience in the field of execution or testing business continuity or disaster recovery plans.

#### **4.2.1.4. System Administrator**

The applicant will be required to demonstrate that he/she has:

- Work experience in the daily operation of IT systems with high availability requirements;
- Work experience in the following domains: system administration, database administration, web server administration, messaging middleware administration, system monitoring administration;
- Work experience in working with external contractors from a technical and/or operational point of view;
- Postgraduate or professional qualifications in the field of ICT (Information and Communication Technologies);
- Work experience in managing contracts, in drafting technical specifications for procurement procedures, or work experience with contractual and procurement procedures and/or work experience with the financial procedures applicable to EU institutions and agencies;
- Work experience in the coordination of IT systems operation involving a range of stakeholders (e.g. development and/or maintenance contractors, customers, etc).

#### *4.2.2. Personal qualities*

##### **Attributes especially important to all profiles include:**

- Good organizational skills; excellent problem analysis and solving skills;
- Ability to work under pressure and respond to changes in a rapidly evolving work environment;
- Supportive and helpful personality, with co-operative and service oriented attitude;
- Ability to think creatively;
- Good communication and interpersonal skills;
- Ability to cooperate smoothly in the multicultural environment;
- Ability to maintain accuracy and speed under pressure;
- Ability to provide constructive feedback to team colleagues.

**The working language of eu-LISA is English. Therefore, the ability to communicate in that language is an essential requirement.**

## **5. INDEPENDENCE AND DECLARATION OF INTEREST**

The selected applicant in question will be required to make a declaration of commitment to act independently in eu-LISA's interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.

## **6. EQUAL OPPORTUNITIES**

eu-LISA applies an equal opportunities policy and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

## **7. SELECTION PROCEDURE**

The selection procedure includes the following steps:

- The Selection Committee designated by the Executive Director of eu-LISA is set up for the selection procedure;



- After registration, each application is checked to verify whether the applicant meets the eligibility criteria;
- All the eligible applications are evaluated by the Selection Committee based on the selection criteria defined in the vacancy notice;
- The best-qualified applicants, who obtained the highest number of points are short-listed for an interview which will be complemented by a written competency test;
- The interview and a written test are conducted in English. In case English is a mother tongue of an applicant, some interview questions or tests may be held in the language they indicate on the application form as the 2<sup>nd</sup> EU language. Questions in French may be asked to applicants, who indicated a level of knowledge of French at least on B2 level or above;
- During the interview, the Selection Committee examines the profiles of applicants and scores the candidates in accordance with the selection criteria;
- Applicants invited to an interview will be requested to present, on the day of the interview, originals of their diploma(s) and evidence of their professional experience, clearly indicating the starting and finishing dates, and the workload;
- After the interviews and tests, the Selection Committee draws up a list of the most suitable candidates to be included on a reserve list for the post and proposes it to the Appointing Authority. Selection Committee may also propose to the Appointing Authority the best suitable candidate to be engaged for the post;
- In order to be considered for inclusion in the reserve list, an applicant must receive at least 50% of the maximum points for evaluation of interview and the test phase;
- Appointing Authority chooses from the reserve list an applicant to whom to offer the job;
- A reserve list established for this selection procedure shall be valid until **31 December 2019** (the validity period may be extended);
- Applicants put on the reserve list may be offered a job for the same or a similar post depending on the needs of eu-LISA and budgetary situation, as long as the reserve list is valid;
- Each applicant will be informed by a letter whether or not he/she has been placed on the reserve list. **Applicants should note that inclusion on a reserve list does not guarantee employment.**

**Please note that the Selection Committee's work and deliberations are strictly confidential and that any contact with its members is strictly forbidden.**

**Because English is the working language of eu-LISA, the recruitment procedure will be performed in English and all the communications with applicants will be held in English.**

## **8. ENGAGEMENT AND CONDITIONS OF EMPLOYMENT**

The selected applicant in question will be offered a job by the Executive Director of eu-LISA from the reserve list, depending on operational requirements.

For reasons related to eu-LISA's operational requirements, once the applicant receives the job offer, he/she may be required to confirm their acceptance of the offer in a short time, and be available to start the contract at short notice (1 to 3 months).

The successful applicant will be engaged as a Temporary Staff in Function Group AD, Grade 5 in the first or second step, depending on the duration of the acquired professional experience, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS).

The pay of staff members consists of a basic salary in EUR weighted by the correction coefficient (for Strasbourg, France 113.8 %) and paid in EUR<sup>10</sup>.

**In addition to the basic salary, staff members may be entitled to various allowances depending on the personal situation.**

eu-LISA staff members pay an EU tax at a source and deductions are also made for medical insurance, pension and unemployment insurance. **Salaries are exempt from national taxation.**

Staff members may also be entitled to the reimbursement of removal costs and an initial temporary daily subsistence allowance. The provisions guiding the calculation of these allowances can be consulted in Annex VII of the Staff Regulations available at the following address:

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

The complete salary table is available in the Article 66 of the Staff Regulations.

eu-LISA staff members are entitled to annual leave of two working days per each complete calendar month of service. There are on average 19 Public Holidays per year. Throughout the period of service staff members participate in the EU pension scheme. The pension is granted after completing a minimum of 10 years' service and reaching the pensionable age. Pension rights acquired in one or more national schemes before starting to work at eu-LISA may be transferred into the EU pension system.

eu-LISA staff members are covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, the risk of occupational disease and accident as well as entitled for a monthly unemployment allowance, the right to receive payment of invalidity allowance and travel insurance.

For further information on working conditions of temporary staff please refer to CEOS: <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The initial duration of the contract is **five years** including probationary period of nine months, with a possibility of contract renewal for another period not exceeding five years. Second renewal would be indefinite.

**All selected applicants will need to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate (SECRET UE/EU SECRET level).**

A Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, which shows the level of EU Classified Information (EUCI) to which that individual may be granted access (CONFIDENTIEL UE/EU CONFIDENTIAL or above), the date of validity of the relevant PSC and the date of expiry of the certificate itself. For more information about EUCI please consult the

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<sup>10</sup> The correction coefficient is subject to a regular update.

Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information:

<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32015D0444&from=EN>

Applicants who currently hold a valid security clearance shall provide a copy of the security clearance to eu-LISA and specify the issuing authority, level and date of expiry. In case the validity of the security clearance expires within six months, the renewal procedure will be initiated expeditiously.

Note that the necessary procedure for obtaining a PSCC can be initiated on request of the employer only, and not by the individual applicant.

Failure to obtain the required security clearance certificate from the successful applicant's National Security Authority, either during or after the expiration of the probationary period, will give the right to the eu-LISA to terminate any applicable employment contract.

## 9. PROTECTION OF PERSONAL DATA

eu-LISA ensures that applicants' personal data are processed in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data (12.1.2001, OJ, L 8). Please note that eu-LISA will not return applications to applicants.

The legal basis for the selection procedures of the Temporary Staff (TA 2 f) are defined in the Conditions of Employment of Other Servants of the European Communities<sup>11</sup>.

The purpose of processing personal data is to enable selection procedures.

The selection procedure is conducted under the responsibility of eu-LISA's Human Resources and Training Unit, under the Resources and Administration Department. The controller, in practice, for personal data protection purposes is the Head of the Human Resources and Training Unit.

The information provided by the applicants will be accessible to a strictly limited number of HR staff members, to the Selection Committee, and, if necessary, to the Security and/or Legal Officer of eu-LISA.

Almost all fields in the application form are mandatory; the answers provided by the applicants in the fields marked as optional will not be taken into account to assess their merits.

Processing begins on the date of receipt of the application. Data storage policy is as follows:

- for applications received but not selected: the paper dossiers are filed and stored in archives for **2 years** after which time they are destroyed;
- for applicants placed on a reserve list but not recruited: data are kept for the period of validity of **the reserve list + 1 year** after which time they are destroyed;

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<sup>11</sup> CEOS, in particular the provisions governing conditions of engagement in Title II.

- for recruited applicants: data are kept for a period of **10 years** as of the termination of employment or as of the last pension payment after which time they are destroyed.

All applicants may exercise their right of access to and right to rectify personal data. In the case of identification data, applicants can rectify the data at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications' submission.

Any substantiated query concerning the processing of his/her personal data can be addressed to the Human Resources and Training Unit of the Agency at [SmartBorders.Recruitment@EULISA.EUROPA.EU](mailto:SmartBorders.Recruitment@EULISA.EUROPA.EU)

Applicants may have recourse at any time to the eu-LISA's Data Protection Officer [dpo@eulisa.europa.eu](mailto:dpo@eulisa.europa.eu) and/or European Data Protection Supervisor ([edps@edps.europa.eu](mailto:edps@edps.europa.eu)).

## 10. APPEAL PROCEDURE

If an applicant considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of employment of other servants of the European Communities, at the following address:

### eu-LISA

**(European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice)**

EU House  
Rävala pst 4  
10143 Tallinn  
Estonia

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure starts from the time the applicant is notified of the act adversely affecting him/her.

## 11. APPLICATION PROCEDURE

**IMPORTANT! If you meet eligibility and selection criteria described above for all four profiles, please indicate in the standard application form your choice of profile(s).**

**In order for application to be valid and considered eligible, the applicant is required to submit:**

- eu-LISA standard application form filled in and signed by hand (scanned into the pdf. format);
- eu-LISA standard application form completed in electronic form (Word file);
- the Eligibility Checklist (see page 14 of the Vacancy Notice) duly completed and signed by hand (scanned into the pdf. format). In the Eligibility Checklist the applicant verifies his/her compliance with the eligibility criteria for the specific post;
- the Declaration of Conflict of Interest duly completed and signed by hand (scanned into the pdf. format) in order to identify potential or actual conflict of interest in relation to the position offered, if any (**see page 15 of the Vacancy Notice**).

Applicants are requested to fill in the standard application form in English that can be downloaded from eu-LISA website:

<http://www.eulisa.europa.eu/JobOpportunities/Pages/TemporaryAgent.aspx>

Incomplete applications and applications sent to eu-LISA after the deadline **will be disqualified and treated as non-eligible**.

Applications must be sent to the following e-mail address before the deadline: [SmartBorders.Recruitment@EULISA.EUROPA.EU](mailto:SmartBorders.Recruitment@EULISA.EUROPA.EU).

The closing date for submission of applications is: **3 16 January 2017 at 23:59 EET (Eastern European Time) and 22:59 CET (Central European Time)**.

**The subject of the e-mail should include the Reference No eu-LISA/16/TA/AD5/12.1.**

Applicants are strongly advised **not to wait until the last day** to submit their applications, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. eu-LISA cannot be held responsible for any delay due to such difficulties.

Once the applications have been registered, applicants will receive an acknowledgement message by e-mail confirming the receipt of the application.

**Please note that if at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false, the applicant in question will be disqualified.**

Due to the large volume of applications, eu-LISA regrets to inform that only applicants selected for the interviews will be contacted.

In case of any queries about the selection process, please contact via e-mail: [SmartBorders.Recruitment@EULISA.EUROPA.EU](mailto:SmartBorders.Recruitment@EULISA.EUROPA.EU)

You will be requested to supply documentary evidence in support of the statements that you make for this application. Do not, however, send any supporting or supplementary documentation with your application, until you have been asked to do so by eu-LISA. Additionally, do not submit the reference letters or testimonials, unless they have been requested for the sole use of eu-LISA.

Please note that the time period between the closing date for applications submission and the end of the short listing applicants for the interview may take up to several months.

**4 profiles- Test Manager x2/Application Administrator/Database Engineer-SOA Middleware Specialist/System Administrator**

Full name of applicant: (in capital letters)

Application number: (introduced by the eu-LISA)

**ELIGIBILITY CRITERIA**

1	be a national of one of the Member States of the Union, Norway, Iceland, Liechtenstein or Switzerland and enjoy the full rights as a citizen;	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2	a level of education which corresponds to completed university studies of at least three years(3) attested by a diploma;	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3	produce evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of the duties;	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4	has fulfilled any obligations imposed on him by the laws concerning military service;	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5	be physically fit to perform the duties;	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6	produce the appropriate character references as to suitability for the performance of the duties.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>I, as an applicant, fulfil all the eligibility criteria for the post in question:</b>		Yes <input type="checkbox"/>	No <input type="checkbox"/>

*Signature of Applicant*

.....

*Signature (hand-written)*

**Introduced by eu-LISA:**

Certified correct: Yes  No

**DECLARATION  
OF CONFLICT OF INTEREST<sup>12</sup>**

Vacancy Notice Reference Number: **eu-LISA/16/TA/AD5/12.1**

Position: **IT Specialist (5 posts)**

**(4 profiles- Test Manager x 2/Application Administrator /Database Engineer-  
SOA Middleware Specialist/System Administrator)**

This Declaration aims at allowing the Executive Director to identify potential or actual conflict of interest in relation to the specific position offered and the appropriate measures to be adopted, if any.

Surname/first name: .....

Address for correspondence:.....

Telephone number: .....

E-mail address: .....

In your opinion, do you have any personal interest, in particular a family or financial interest, or do you represent any other interests of third parties which would actually or potentially impair your independence in the course of your duties **in the specific position offered** at eu-LISA and which may thus lead to any actual or potential conflict of interest relevant to that position?

YES  NO

*If yes, please detail:*

.....  
.....

**Declaration**

I hereby certify that the information provided in this form is correct and complete and that my standard application form is duly updated. I will immediately inform Executive Director of any change in my situation, or of any new relevant information I may receive which could cause a breach of the Staff Regulations/CEOS. I am aware that any false declaration may result in the cancellation of the recruitment process or, after recruitment, in disciplinary sanctions.
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Signature of the applicant:
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Date: .. / .. / .....
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<sup>12</sup> Pursuant to Articles 11 and 11a of the Staff Regulations and 11 and 81 of the Conditions of Employment of Other Servants (CEOS)