VACANCY NOTICE V/AD/ICT/2/2022

The **European University Institute (EUI),** based in **Florence**, **Italy**
is organising a selection procedure based on qualifications and tests
to draw up a reserve list for the post of

**Team Leader and Business Information Manager
in the ICT Service
(Temporary Agent, type 2b, AD 7[1])**

The European University Institute (EUI) seeks an outstanding and highly motivated individual to manage the team of developers and system administrators who are responsible for the management of all administrative systems in the Institute.
The successful candidate shall bridge the gap between technology, organisation and people, firstly, by combining different technical roles (e.g. programme manager, information manager and business analyst); and secondly, by bringing strong relationship management and leadership skills.
This role provides a high level of autonomy and ample possibilities for initiative.

Who We Are

The **European University Institute (EUI)** at a glance:

- **an international organisation** set up in 1972;

- a research university focusing exclusively on **post-graduate, doctoral and post-doctoral studies,** and **advanced research**;

- located in the hills overlooking the city of Florence, Italy.

The Institute also hosts the Historical Archives of the European Union.

More on our Institution: https://www.eui.eu/About
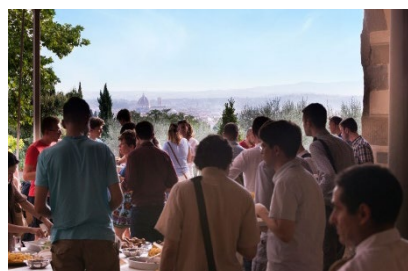
Our Unit

The mission of the **Information and Communication Technology Service** (ICT Service) is to provide digital services, technologies and tools to support the work and activities of the EUI. It is committed to delivering quality customer service and digital solutions to the academic and administrative environment of the EUI community.

---

[1] cf. Annex II

To achieve its mission the ICT Service provides digital services and support to ensure that all EUI users have access to information via a system that is reliable, fast, campus-wide and fully integrated with the external information world; ensures that EUI staff and researchers are able to maximise their use of the available digital tools; and develops and implements a planning process to identify the digital resources required (tools, services, infrastructure, staff, & services) to enable the strategic goals and objectives of the EUI.

The **Administrative Systems Group** is a key unit within the ICT Service. Consisting of seven team members, the group is responsible for institutional business, academic processes and information management, and maintains and implements administrative software systems and their integration. The main domains that are serviced are the various academic units, the Academic Service, Finance and Accounting and the HR Service. The group also plays a key role in the digitalisation and streamlining of business processes and delivering custom solutions to the internal clients.

Your Key Responsibilities

The EUI is looking for a **Team Leader and Business Information Manager** for the **Administrative Systems Group** who can combine digital services, information management, project management, contract management and business analysis with relationship management and senior leadership. The ideal candidate will have experience with managing information and applications in an academic environment.

The main duties may include the following:

Level of Expertise

- Acting as subject matter expert in the areas of digital services, information management, programme management, contract management and business analysis.

Managing people/Role in HR processes

- Being responsible and accountable for the selection, supervision, management and leadership, the assessment and the career development of the staff under their responsibility;
- Co-ordinating and supervising the day-to-day activities of a team of analysts, business process professionals and developers;
- Supporting the Director of Service in managing the service's activities and administrative staff.

Role in administrative processes

- Being responsible for the management of the programmes, projects and operations of the group, and for the coordination of IT projects across all units;
- Ensuring that the EUI fully conforms to operational and security regulations;
- Aligning and streamlining business processes across organisational units;
- Supporting other services with their mapping of business processes.

Level of autonomy and accountability

- Possessing a high level of autonomy; reporting directly to the Director;
- Accountable for the work of the team.

Representation/Communication

- Representing the unit and the ICT service internally and externally;
- Establishing and maintaining effective relationships and communication with all levels in the Institute;
- Conducting negotiations with external stakeholders (e.g. software suppliers).

Policy/Strategy Making

- Contributing to the strategy, vision, mission and objectives of the ICT service;
- Developing a long-term vision on the management of the Institute's business processes, application and information landscape;
- Liaising with fellow ICT professional, academic and administrative managers to develop optimal digital solutions to further the academic endeavour and outreach of the Institute.

Finance and procurement responsibility

- Managing all contracts for the group (e.g. for licenses, outsourcing);
- Preparing tender documents for systems/services within the remit of the team, and participating in evaluation committees;
  Acting as delegated signing authority on behalf of the Director.

Budget management

- Verifying budget estimates and monitoring the budget of the service;
- Drafting annual reports.

Your Key Competencies

All staff at the EUI share the following competencies:

- Ethics and integrity
- Working in a multicultural environment
- Accountability
- Delivering quality and results

Competencies specific to **role** include the following:

- Leadership
- Team management
- Stakeholder orientation
- Interpersonal skills
- Proactivity and accountability
- Project and task management
- Change management

The competencies mentioned above may be assessed at the written test and/or interview stage.

Read more on **EUI Competency Framework**

What We Offer

- A role in an inspiring community of young scholars with an exclusive focus on master, doctoral and post-doctoral studies;
- A truly multicultural community of 1100 academics at all career stages and administrative staff of approximately 85 different nationalities;
- The commitment to a genuine culture of equality, diversity and inclusion, and to attracting, encouraging and retaining a diverse and highly qualified workforce;
- A world-class research library, the Historical Archives of the European Union, and many other excellent research facilities;
- Language courses and soft skills training opportunities;
- Access to all EUI facilities: library, crèche, cafeteria, gym, participation in seminars and workshops;
- Competitive salary package including health and pension plan;
- A healthy work-life balance in a family-friendly environment.

Read more on **Work and Life of EUI Support Staff**.

How To Apply

Applications must be submitted electronically using the **online application form** available at https://www.eui.eu/About/JobOpportunities/Open-competitions-for-administrative-posts

CLOSING DATE FOR APPLICATIONS: MONDAY 16th JANUARY 2023 at 23:59 CET

Before completing the online application form you are invited to read ANNEXES I & II that represent an integral part of this vacancy notice.

ELIGIBILITY CRITERIA

On the closing date for online applications, you must fulfil <u>all</u> the following general and specific conditions:

1. General conditions

- Being a national of a Member State of the European Union;
- Enjoying full rights as a citizen attested by a recent extract from judicial records and/or certificate of good conduct proving no previous conviction for a criminal or administrative offence that could call into question their suitability for performing the duties of the post;
- Having fulfilled any obligations imposed by the laws on military service;
- Being physically fit to perform the duties[2].

2. Specific conditions

2.1 Education (Qualifications)

- A level of education which corresponds to completed university studies attested by a diploma/degree when the normal period of university education is four (4) years or more; or
- a level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least one (1) year when the normal period of university education is at least three (3) years. This professional experience will be part of the diploma and will not be taken into account in the required numbers of professional experience under 2.3; or
- where justified in the interests of the service, professional training of an equivalent level.

2.2. Knowledge of Languages[3]

- Main language: have a thorough knowledge of one official language of the European Union; and
- Second language: a satisfactory knowledge of another official language of the European Union to the extent necessary for the performance of the duties.

2.3. Professional experience[4]

By the deadline for applications, and in addition to the qualifications required above, candidates must have at least **six years** of relevant professional experience gained after obtaining the diploma required under 2.1

---

[2]   As a condition for the engagement, the successful candidate shall be medically examined in order for the EUI to prove that they fulfil the requirement of Article 12(2)(d) of the Conditions of Employment of Other Servants
[3] Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third EU language.
[4] Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to this post. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Completed PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once

SELECTION CRITERIA

Applications that fulfil the above Eligibility Criteria will be assessed against the following requirements:

Essential

- Proven knowledge of, and experience in, the management of an administrative (ERP) systems landscape;
- At least six years of professional experience in programme management, business analysis, Agile, ITIL and/or IT architecture;
- At least three years of experience in team management, including staff evaluations and team development;
- Excellent knowledge of English, both spoken and written (CEFR level: C1 or above).

Advantageous

- Work experience in a higher education and/or international research environment;
- Certificates in business analysis, relationship management and/or leadership and people management;
- Experience in SAP, Student Information Systems, Learning Management Systems, Workflow Systems, Web development, eCommerce, and Research Information Systems;
- Experience with Microsoft stack technologies, e.g.: SharePoint, C# MVC or CORE framework, Power BI.

Candidates invited to the test and interview phase may also be assessed against the competencies listed under the "Your key competencies" section on page 3.