



Florence, 17 May 2018

VACANCY NOTICE IUE/3/2018
coupled with a notice for an
OPEN COMPETITION ON THE BASIS OF QUALIFICATIONS AND TESTS
aimed at setting up a reserve list in order to fill future vacant posts within the
European University Institute

Position title:	Software Support Officer
Unit:	Information and Communication Technology Service (ICTS)
Type of contract:	Temporary Agent (Type 2a of the Conditions of Employment of Other Servants)
Grade:	AST4
Duration of contract:	Three years, renewable initially for a fixed period of up to three years. Any further renewal shall be for an indefinite period.
Place of employment:	Florence, Italy
Closing date for applications:	26/06/2018 at 24:00 Central European Time

1. THE ORGANISATION

The [European University Institute \(EUI\)](#) is an academic institution set up in 1972 by the then Member States of the European Union, providing doctoral training in Law, Economics, History and Civilisation and Political and Social Sciences with special reference to Europe. In addition to the departments, the Institute includes the Robert Schuman Centre for Advanced Studies (RSCAS), which focuses on inter-disciplinary, comparative and policy research, the Max Weber Programme for Post-doctoral Studies, which prepares fellows for a career in academia, and the School of Transnational Governance, which sets out to study, debate and teach matters pertaining to governance beyond the State. The Institute also hosts the Historical Archives of the European Union. The EUI is not an EU Institution or body, but an inter-governmental organization, funded directly by the signatory states, partly by the European Commission and to some extent through external funding. The EUI provides a multinational work environment in an intellectually stimulating atmosphere.

The *ICT Service* provides the technical infrastructure to facilitate all data and voice communications over a secure and robust network which links all academic and administrative staff and enables collaboration with external agencies, universities, research institutes, the European Commission, and other international bodies.

2. DESCRIPTION OF TASKS AND RESPONSIBILITIES

The Systems and Networking Group is a unit within the ICT Service and is responsible for the management, support and implementation of Institute-wide ICT hardware and software infrastructure which relies on a resilient high-speed network, VMWare Virtual Infrastructure, Storage Area Network and MS Active Directory domain services. Both academic and administrative IT solutions are supported. *The Software Support Officer* is a key role within the Systems and Networking Group, and therefore the EUI is looking for an experienced, proactive and communicative professional to organise its desktop computer management for about 1000 Windows and Macintosh PCs, and to support research software in close contact with the academic departments. The tasks include software

distribution on demand, coordination of HPC activities, and administration of research software contracts.

She/he will be able to work independently, structuring her/his own work and performing tasks autonomously.

Main duties and responsibilities

Reporting to the team coordinator, the successful candidate will be primarily responsible for:

- Managing and documenting standard desktop configurations (Macintosh and Windows);
- Maintaining effective relationships with academic and administrative departments;
- Coordinating the work of external collaborators;
- Transferring own knowledge to non-specialists;
- Performing reporting activities.

Main competencies

- Organizational skills for own and others' work and ability to meet deadlines and to set priorities;
- Communication and presentation skills;
- Ability to work collaboratively and build strong working relationships.

3. ELIGIBILITY CRITERIA

On the closing date for online applications, candidates must fulfil all the following general and specific conditions:

3.1 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 his/her 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.

3.2 Specific conditions

3.2.1 Education (Qualifications)

- A level of post-secondary education attested by a diploma, or
- a level of secondary education attested by a diploma giving access to higher education, followed by at least three years of professional experience relevant to the nature of the duties. This professional experience will be part of the diploma and will not be taken into account in the required numbers of professional experience under 3.2.2.

3.2.2. Professional experience

By the deadline for applications, and in addition to the qualifications required above, candidates must have at least **five years** of relevant professional experience gained after obtaining the diploma required under 3.2.1.

3.2.3 Knowledge of Languages

- 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.

4. SELECTION CRITERIA

Essential:

- Bachelor degree in a field relevant to this post (e.g. Information Technology; Computer Science; Technology Management) or an equivalent level of professional qualification in a closely related field;
- Minimum of five years of relevant professional experience, including practical experience with desktop and/or laptop device management software;
- Hands-on experience with research software for social sciences and humanities;
- Familiarity with heterogeneous desktop platforms (Windows, Macintosh, UX-flavours);
- Excellent knowledge of English, both orally and in writing (CEFR level: C1 or above).

Advantageous:

- Experience with High Performance Computing installations;
- Experience in managing projects;
- Server Management experience;
- Knowledge of EU/public Procurement Procedures;
- Work experience in an international academic or research environment.

5. APPLICATION PROCEDURE & SCREENING PROCESS

Applications must be submitted electronically using the IUE/3/2018 online application form available at <https://www.eui.eu/About/JobOpportunities/Open-competitions-for-administrative-posts> at the latest by **26/06/2018 at **24.00** (please see also the specific guidelines under section 19 “Important information” in the application form).**

Only complete applications submitted online will be accepted and considered. Applications received by e-mail, fax or post will not be considered. In order to avoid any technical constraints, we advise you to submit your application well ahead of the deadline.

The Selection Board will screen the documents of applicants with reference to the above-mentioned eligibility criteria as well as to the essential and advantageous selection criteria and will on the basis of these findings establish a shortlist.

Only shortlisted candidates will be invited for the interview and tests.

Candidates will be disqualified if they:

- do not complete the registration by the deadline;
- do not send a complete application;
- do not meet all the eligibility criteria on the closing date for online applications;
- do not provide all the required supporting documents at any stage of the procedure where these are requested.

If at any stage of the procedure, it is found that any of the information given in the application is false or not evidenced by the appropriate supporting documents, the candidate will be disqualified from the competition.

Contact: applyjob@eui.eu

Candidates who are not shortlisted will be duly notified by the Human Resources Service, once the decision on the appointed candidate has been taken by the Appointing Authority.

6. SELECTION PROCESS

The Selection Board will assess and score each eligible application according to the essential and advantageous selection criteria laid down in this vacancy notice. It is envisaged that the 7 highest-scoring candidates will be invited for an interview and tests. All candidates having a score equal to the 7th highest scoring candidate will be included in the shortlist.

6.1 Assessment method

Shortlisted candidates will be subject to

- an interview assessing the candidate's skills and knowledge relevant to the post;
- other assessments, including a written test;
- an English language test.

Further information about the testing process will be provided in the invitation letter.

6.2 Interview

The interview will be conducted mainly in English (knowledge of other EU languages may also be tested). Mother tongue English speakers will be expected to demonstrate their knowledge of a second EU language.

Assessment on the basis of qualifications and marking of tests:

- Marking: 0 to 20 for the assessment on the basis of qualifications;
- Marking: 0 to 20 for the assessments /written test(s);
- Marking: 0 to 10 for the language test;
- Marking: 0 to 50 for the interview by the Selection Board.

The names of the candidates included in the reserve list will be published on the EUI Web site:

<https://www.eui.eu/About/JobOpportunities/Open-competitions-for-administrative-posts>

A successful candidate may explicitly request that his/her name not be published. Any such request must reach the EUI before the candidate is notified of the outcome of his/her application, and in any case no later than seven calendar days after the date of the tests and interview.

Candidates on the reserve list are not guaranteed recruitment.

The validity of the reserve list is twelve months from the date of publication on the EUI website. The EUI reserves the right to extend the validity of the reserve list one or several times and will communicate any such extension by publishing it on the website.

Whenever a vacancy occurs, the EUI will select a short-list of candidates to interview for that particular job. Candidates will be contacted by email or by registered letter with confirmation of receipt.

Candidates are reminded that the work of the Selection Board is confidential. It is thus forbidden to make any contact with the members of the Board, either directly or indirectly, at any stage of the selection procedure. Any infringement of this rule will lead to disqualification from the selection procedure.

Candidates should not encourage third parties either to contact the Selection Board on their behalf. Any infringement of this rule may lead to disqualification of the candidate.

7. CONDITIONS OF EMPLOYMENT

Type of contract:

The successful candidate will be appointed by the Appointing Authority as a temporary agent at grade AST4, pursuant to Title II of the Conditions of Employment of Other Servants, for an initial period of three years, with the possibility of renewal for a fixed period of up to three years. Any further renewal shall be for an indefinite period.

The successful candidate will be asked to serve a probationary period of nine months.

The place of employment is Florence, where the EUI is located.

Remuneration:

The net monthly salary after taxes is approx. Euro 3,271. In addition to the salary, staff members may be entitled to various allowances, in particular a household allowance, expatriation allowance (16% of basic salary and household allowance), dependent child allowance and education allowance. The EUI has its own social security and pension scheme. Under certain circumstances, in particular where the selected candidate is obliged to change his/her place of residence in order to take up employment, the EUI may also reimburse various expenses incurred on recruitment, notably removal expenses.

Further information about remuneration and benefits can be found in Annex I.

8. EQUAL OPPORTUNITIES

The European University Institute is an equal opportunity employer in accordance with Article 1d of its Staff Regulations. It accepts applications without discrimination on any grounds such as 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.

9. DATA PROTECTION

The purpose of processing of the data submitted by candidates is to manage their application in view of a possible pre-selection and recruitment by the EUI. The information candidates provide in their application form is collected for the purpose of the selection procedure.

The EUI will ensure that candidates' personal data are processed as required by its Data Protection Policy ([President's Decision No. 40 of 27 August 2013 regarding Data Protection at the EUI](#)). This applies in particular to the confidentiality and security of such data.

10. COMPLAINTS AND APPEALS

If at any stage of the selection procedure, the candidate considers that his/her interests have been prejudiced by a particular decision, he/she can take the following action:

- **Request for review**

In assessing candidates' merits, the selection board observes the principle of equal treatment as well as the provisions governing the Competition procedure and the Board's proceedings.

If a candidate nevertheless believes that one of these principles has not been applied in his/her case, he/she has the right, within **ten calendar days** from when the e-mail informing him/her of the decision is sent, to send a letter by e-mail stating his/her case to the e-mail address: applyjob@eui.eu.

- **Appeal procedures**

If, at any stage of the competition, the candidate considers that the Human Resources Service or the Selection Board have acted unfairly or have failed to comply with:

- the rules governing the competition procedure, or
- the provisions of the competition notice,

and that his or her interests have been prejudiced as a result, the candidate can take the following actions:

1. Submit a **formal complaint** to the Principal under Article 1(2) of the Common Provisions for the Teaching and Administrative Staff
2. Submit a **judicial appeal** before the Organ of First Instance

Please note that appeals concerning an error of assessment relating to the general eligibility criteria are not matters for which the competition's selection board is responsible and shall only be admissible before the Organ of First Instance if an administrative complaint has previously been lodged under article 1, paragraph 2 of the EUI Staff Regulations.

More information on the complaint procedure and on further means of appeal under the EUI's judicial review framework available at:

<http://www.eui.eu/ServicesAndAdmin/PersonnelService/RulesRegulations/ComplaintsAppeals.aspx>

Annex I

Remuneration and benefits

The following table provides examples of monthly salaries taking into account some possible scenarios:

Type of contract	Temporary agent – AST 4, step 1
Basic salary (net)	Euro 3,271 (after taxes and social security contributions)
Basic salary plus expatriation allowance (net)	Euro 3,919 (after taxes and social security contributions)
Basic salary plus expatriation and 1 dependent child allowance (net)	Euro 4,764 (after taxes and social security contributions)

Salaries and allowances are exempt from national taxation in Italy and in the EUI Contracting States, but are subject to a tax (deducted at source) for the benefit of the Institute.

Summary of Conditions of Employment and Benefits

- Annual leave entitlement of 2 days per calendar month plus additional days for distance from place of origin and an average of 17 days of EUI holidays per year;
- Flexible working hours;
- Training and development programme;
- EUI Pension Scheme ;
- EU Joint Sickness Insurance Scheme for staff member and dependent family;
- Accident and occupational disease insurance coverage;
- Expatriation or foreign residence allowance of 16% or 4%, depending on circumstances;
- Household allowance;
- Dependent child allowance;
- Pre-school allowance (for children aged less than 6);
- School allowance (for children up to the age of 26 in educational or vocational training);
- Installation allowance and reimbursement of removal costs, if applicable;
- Other benefits.