



CALL FOR AN EXPRESSION OF INTEREST FOR A SECONDED NATIONAL EXPERT

Ref. No: eu-LISA/21/SNE/2.1

Post:	Information Technology Expert - Business Relations Management
Sector/Unit/Department:	Business Relations Management Sector/ Planning and Standards Unit / Operations Department
Type of post:	Seconded National Expert (SNE)
Place of secondment:	Strasbourg, FRANCE
Starting date:	as soon as possible
Duration of secondment:	2 years with the possibility of being renewed if it is justified in the interests of eu-LISA
Level of Security Clearance:	SECRET EU/EU SECRET¹
Closing date:	31 March 2021² Extended until 30 April 2021 at 23:59 EEST (Eastern European Summer time) and 22:59 CEST (Central European Summer time)

1. INFORMATION ABOUT THE AGENCY

Applicants are invited to apply for the above-mentioned post at the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice³ (hereinafter referred to as “eu-LISA” or “Agency”).

The seat of eu-LISA is Tallinn, Estonia. Tasks related to development and operational management of the current and future systems are carried out in Strasbourg, France. eu-LISA also has a backup site in Sankt Johann im Pongau, Austria and a Liaison Office in Brussels, Belgium.

eu-LISA is responsible for the long-term operational management of the European Asylum Dactyloscopy Database (Eurodac), the second generation Schengen Information System (SIS II) and the Visa Information System (VIS), the development and operational management of the European Entry/Exit System (EES) and European Travel Authorization and Information System (ETIAS). These systems are essential for the normal functioning of the Schengen Area, for the efficient border management of its external borders as well as for the implementation of common EU asylum and visa

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

² Date of publication: **23 February 2021**.

³ New eu-LISA Establishing Regulation: Regulation (EU) No 2018/1726 of the European Parliament and of the Council of 14 November 2018, OJ L 295, 21.11.2018, p. 99.

policies. The Agency has been entrusted with the centralised system for the identification of Member States holding conviction information on third country nationals and stateless persons (TCN) to supplement and support the European Criminal Records System (ECRIS) and with the development of interoperability solutions between large-scale IT systems.

The core task of eu-LISA is to ensure the effective, secure and continuous operation of large-scale IT-systems in the JHA domain. The Agency is also responsible for the adoption of necessary measures to ensure the security of the systems and the security of the data therein.

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

Information about the Agency can be found on the eu-LISA website: <https://www.eulisa.europa.eu/>

2. PLANNING AND STANDARDS UNIT

The Planning and Standards Unit is composed of Product Management Sector, Architecture Sector, Operational Planning Sector and Business Relations Management Sector.

- **The Product Management Sector** leads and manages the products and services offered by the agency from the inception to the phase-out. Its mission is to create customer value and deliver measurable business benefits. It develops and owns the product roadmap and is responsible for the entire chain of product throughout its life cycle. In its execution it interacts with a multitude of both internal and external stakeholders.
- **The Architecture Sector** is responsible for providing a detailed framework and guide to build large-scale IT systems, by establishing a series of principles, guidelines or rules to direct the process of acquiring, building, modifying and interfacing IT resources through the Agency. It is also responsible for the design of all systems (Core Business Systems and Corporate) and the logical and physical interrelationships between their components. Its activities include Enterprise Architecture, Solution and Technical Architecture.
- **The Operational Planning Sector** is the interface (within the Agency) between different units involved in the planning and implementation of the programmes and respective resources. It is responsible for operational planning, budget and work programming.
- **The Business Relations Management Sector (BRMS)** interacts with the Agency's external and internal stakeholders and governance bodies [eu-LISA's Management Board, Advisory Groups, Program Management Boards, EU Member States, associated countries, Agencies (EU, International), Business Industry (Carriers), European and International Institutions, Committees, working/expert groups etc.] in cooperation with the associated Sectors and Units. Attendance to numerous meetings across the EU domain and beyond and, thus, numerous missions, is an expected activity of the staff working for the BRM Sector.

The BRMS provides links between the Agency and the stakeholders at strategic and tactical levels in order to ensure that the Agency (service provider) understands the stakeholder business requirements and demand and is able to provide services that meet these needs.

The BRM Sector functions in a structured manner, in line with the associated BRM processes; these are the Business Relations Management process, the Requirements Management process and the Demand Management Process.

The Sector is located in Strasbourg, FRANCE.

3. THE SECONDMENT

SNEs are seconded to eu-LISA according to the Decision No 2012-025 of the Management Board of eu-LISA as of 28 June 2012.

SNEs should enable eu-LISA to benefit from the high level of their professional knowledge and experience, in particular in areas where such expertise is not readily available.

SNE's employer shall undertake to continue to pay his/her salary, to maintain his/her administrative status throughout the period of the secondment. SNE's employer shall also continue to be responsible for all his/her social rights, particularly social security and pension.

SNEs shall assist eu-LISA's statutory staff members. They may not perform middle or senior management duties, even when deputising for their immediate superior. Under no circumstances may an SNE on his/her own represent the Agency with a view to entering into commitments, whether financial or otherwise, or negotiating on behalf of eu-LISA.

SNE shall carry out the duties and conduct his/her tasks solely within the interests of eu-LISA. He/she shall neither seek nor take instruction from any government, authority, organisation nor person outside the Agency. He/she shall carry out the duties assigned objectively, impartially and in keeping with his/her duties of loyalty to EU.

SNE is entitled, throughout the period of the secondment, to a daily subsistence allowance and a monthly subsistence allowance, applicable to the place of secondment.

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

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 to be initiated expeditiously. For applicants, who do not hold a security clearance, the procedure will be initiated expeditiously by eu-LISA. Failure to obtain the required security clearance certificate from the National Security Authority during

the secondment, will give the right to eu-LISA to terminate the secondment.

4. TASKS AND RESPONSIBILITIES

Reporting to the Head of the Planning and Standards Unit and under the supervision of the Head of Business Relations Management Sector, **the Information Technology Expert** will be involved in the associated business relations management tasks for existing and new initiatives in the area of Justice and Home Affairs (JHA), in close collaboration with the internal and external stakeholders and involved parties.

The Information Technology Expert will manage business activities related large scale IT systems of varying size and complexity used within eu-LISA.

She/he provides links between the Agency and the stakeholders in order to ensure that the Agency (service provider) understands the stakeholder business requirements and demand and is able to provide services that meet these needs.

The successful candidate will perform daily management and quality assurance tasks in relation with the applicable processes of the Agency. In particular:

The **Information Technology Expert** will be responsible for:

- Establishing and maintaining constructive business relations between the service provider and the customer;
- Ensure that the service provider is meeting the business needs of the customer;
- Ensure that the service provider understands the customer's perspective of service therefore able to prioritize its services and service assets appropriately;
- Identifying changes to the customer environment;
- Work with customers to ensure that services and service levels are able to deliver value;
- Maintaining effective information sharing and co-operation with internal and external stakeholders;
- Following up on the development of EU legislation in the area of responsibility of a job holder;
- Contributing to the timely preparation of documents and reports for external and internal stakeholders in the area of responsibility of job holder;
- Contributing to the preparation of manuals and notes in the area of responsibility of the job holder;
- Monitoring and reporting overall progress, resolving issues and initiating corrective actions, where necessary;
- Ensuring deliverables remain within its pre-defined tolerances of scope, time, quality and budget;
- Participating in the Agency's governance bodies, reporting regularly to the established governance, boards, advisory / expert groups and committees;
- Closely collaborating with the different stakeholders;
- Actively following governance risks and issues, preparing mitigation strategies and following up their implementation with the involved stakeholders;
- Performing other activities upon the request.

She/he shall identify and analyse patterns of business activity associated with services. In particular, she/he:

- Understand, anticipate and influence customer demand for services and work to ensure the service provider has capacity to meet this demand;
- Ensure that services are designed to meet the patterns of business activity and

the ability to meet business outcomes.

She/he establishes and articulates business requirements for new services or changes to existing services. In particular, she/he:

- Investigates the business need and/or opportunity, validating it and defining a business case;
- Translates business need and/or opportunity into requirements;
- Establish and articulate business requirements for new services or changes to existing services;
- Eliciting, analysing, explaining, tracing and maintaining requirements with customers and service providers/suppliers.

5. QUALIFICATIONS AND EXPERIENCE REQUIRED

5.1 Eligibility criteria

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

- to be a national of one of the Member States of the European Union, Norway, Iceland, Liechtenstein or Switzerland⁴ and enjoy the full rights as a citizen⁵;
- to be employed by a national, regional or local public administration⁶ or an Inter-Governmental Organisation (‘IGO’).
- to have worked for the employer on a permanent or contractual basis for at least 12 months before the secondment and shall remain in service of the employer throughout the period of secondment;
- to have a thorough knowledge of one of the European Union languages and a satisfactory knowledge of another European Union language to the extent necessary for the performance of the duties. SNE from non-member country must produce evidence of a thorough knowledge of one European Union language necessary for the performance of his/her duties.

Only duly documented professional activity is taken into account.

In case of part-time work the professional experience will be calculated pro-rata in line with the workload stated by the applicant.

Compulsory military service or equivalent civilian service shall be taken into consideration as professional experience if the official documentation is provided.

5.2. Selection criteria

5.2.1. Professional competencies

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

- University Degree (minimum of three (3) years) in Information Technology, Business/Public Administration, Law or related Degree;

⁴ 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.

⁵ 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.

⁶ The Public administration means all State administrative services at central, federal and regional level, comprising ministries, government and parliament services, the courts, central banks, and the administrative services of local authorities, as well as the decentralised administrative services of the State and of such authorities.

- Proven relevant professional experience of at least three (3) years in the delivery of complex IT projects with multiple stakeholders, in particular in the area of Justice and Home Affairs;
- Strong drafting and presenting skills in English, both orally and in writing, at least at the level C1⁷.

Working language of eu-LISA is English. Therefore, the ability to communicate in English is an essential requirement.

5.2.2. Besides the following attributes would be advantageous

- Professional familiarity with the European public administration environment, preferably acquired in an EU Institution or Agency;
- Awareness of the legislative, political and business context in which eu-LISA operates;
- Knowledge of modern ICT architectures, systems, and infrastructure in the JHA area.

5.2.3. Personal qualities

- Strong oral and written communication and interpersonal skills, ability to communicate efficiently and unambiguously in a way that the receiver effectively understands the message;
- Excellent organisational skills, ability to maintain a clear overview of multiple tasks including the ability to prioritise and remain focused and objective against tight deadlines and pay attention to details;
- Team leading skills and ability to manage processes, to cooperate smoothly and set direction in a multicultural environment with co-operative and service oriented attitude;
- Facilitative and supportive approach to others, with strong negotiation and conflict resolution skills;
- Taking initiatives in carrying out and improving processes and procedures. High level of capability to organise and plan the work including prioritising and handling multiple tasks;
- Ability to work under pressure and respond to changes in a rapidly evolving work environment;
- Supportive and helpful approach to others, with co-operative and service oriented attitude.

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:

⁷ Cf. Language levels of the Common European Framework of reference:
<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

- Selection Committee designated by the Appointing Authority (eu-LISA's Executive Director) is set up for the selection procedure;
- After registration, each application is checked to verify whether the applicant meets the eligibility criteria;
- All eligible applications are evaluated by the Selection Committee based on the selection criteria defined in the open call;
- The best-qualified applicants, who obtained the highest number of points, are short-listed for an interview, which may be complemented by a written competency test;
- The interview and written test are conducted in English. In case English is a mother tongue of an applicant, some interview or test questions may be held in language indicated by the applicant on the application form as the 2nd EU language;
- During the interview and the written test, the Selection Committee examines the profiles of applicants and scores the applicants in accordance with the selection criteria;
- After the interviews and tests, the Selection Committee draws up a non-ranked list of the most suitable candidates to be included on a reserve list for the post and proposes it to the Appointing Authority. The Selection Committee may also propose to the Executive Director the best suitable applicant to be offered secondment for the post;
- The Appointing Authority chooses from the reserve list an applicant to whom to offer the secondment;
- Applicants put on the reserve list may also be used for secondment to a similar post depending on the needs of the eu-LISA and budgetary situation as long as the reserve list is valid;
- The reserve list established for this selection shall be valid until **31 December 2023** (the validity period may be extended);
- Each applicant invited for an interview will be informed whether or not he/she has been placed on the reserve list. **Applicants should note that inclusion on a reserve list does not guarantee a secondment by eu-LISA.**

The Selection Committee's work and deliberations are strictly confidential and any contact with its members is strictly forbidden.

Because English is the working language of eu-LISA and because the successful applicant will be requested to immediately be operational, the selection procedure will be performed in English and all communication with applicants will be held in English.

8. PROTECTION OF PERSONAL DATA

eu-LISA ensures that applicants' personal data is processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.⁸

Please note that the eu-LISA will not return applications to applicants.

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

⁸ 12.1.2001, OJ, L 8

The selection procedure is conducted under the responsibility of the eu-LISA's Human Resources Unit (HRU), within the Corporate Services Department. The controller for personal data protection purposes is the Head of HRU.

The information provided by the applicants will be accessible to a strictly limited number of staff members of the HRU staff, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the 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. Our 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 is kept for the period of validity of **the reserve list + 1 year** after which time it is destroyed;
- for recruited applicants: data is kept for a period of **10 years** as of the termination of employment or as of the last pension payment after which time it is 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 HRU at eulisa-SNEPOSTING@eulisa.europa.eu.

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

9. APPLICATION PROCEDURE

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

- eu-LISA standard application form filled in in English and hand-signed (scanned into PDF format);
- proof of the National Administration Authorisation – Form 1A (Employer authorisation for SNE applicant), provided on eu-LISA website;
- a copy of security clearance (if available).

Applications must be sent by the Permanent Representation or a national contact point or by the associated countries competent authority or the administration of IGO to the following e-mail address before the deadline: eulisa-SNEPOSTING@eulisa.europa.eu. Please liaise with your Permanent Representation to ensure that your application meets deadline.

The standard application form can be downloaded from eu-LISA website: <http://www.eulisa.europa.eu/JobOpportunities/Pages/SecodedNationalExpert.aspx>

The closing date for submission of applications is: **~~31 March 2021~~ Extended until 30 April 2021 at 23:59 EEST (Eastern European Summer time) and 22:59 CEST (Central European Summer time).**

The subject of the e-mail should include the Title of the Open Call and Reference No

eu-LISA/21/SNE/2.1.

Incomplete applications and applications received by eu-LISA after the deadline will be disqualified and treated as non-eligible.

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.

In case of any queries about the selection process, please contact through the e-mail: eulisa-SNEPOSTING@eulisa.europa.eu.