

## VACANCY NOTICE

Ref. No: eu-LISA/18/TA/AD5/18.1

### Quality Assurance Officer

<b>Position:</b>	<b>Quality Assurance Officer</b>
<b>Department/Unit/Sector:</b>	Operations Department
<b>Function Group/Grade/Post title:</b>	Temporary Agent/AD5/Administrator
<b>Location:</b>	Strasbourg, France
<b>Starting date:</b>	ASAP
<b>Level of Security Clearance:</b>	SECRET UE/EU SECRET <sup>1</sup>
<b>Closing date for applications</b>	<b>18 September 2018<sup>2</sup> 23:59 EET and 22:59 CEST</b>

## 1. INFORMATION ABOUT THE AGENCY

Applicants are invited to apply for the above-mentioned post 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”). eu-LISA was established by Regulation (EU) No 1077/2011 of the European Parliament and of the Council dated 25 October 2011<sup>3</sup> (hereinafter referred to as “the Regulation”). eu-LISA became operational on 1 December 2012.

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)<sup>4</sup>, the second generation Schengen Information System (SIS II)<sup>5</sup> and the Visa Information System (VIS)<sup>6</sup>. 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 policies. As of December 2017, the Agency is also made responsible for implementation and operational management of the European Entry/Exit System (EES). In the near future, with the updated mandate eu-LISA will be made responsible for the development, implementation and operational

<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: 18 September 2018

<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.

<sup>4</sup> Regulation (EU) No 603/2013 of the European Parliament and Council of 26 June 2013.

<sup>5</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>6</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.

management of other large-scale IT systems in the Justice and Home Affairs domain, namely the European Travel Authorization and Information System (ETIAS), e-Justice Communication via Online Data Exchange (e-CODEX), European Criminal Records System — Third Country Nationals (ECRIS-TCN), provided that co-legislators adopt the required legal instruments. Agency will be also entrusted subject to agreement by the co-legislators with the development of interoperability solutions between large-scale IT systems in the follow-up to the Commission Communication on 6 April 2016 on Stronger and Smarter Information Systems for borders and security<sup>7</sup>.

The core task of eu-LISA is to ensure the effective, secure and continuous operation of said IT-systems. 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.

## **2. THE OPERATIONS DEPARTMENT**

The Operations Department carries out the core tasks of eu-LISA, namely managing the operations of the IT systems and carrying out all the tasks necessary to keep the systems functioning 24 hours a day and seven days a week. It manages the operation of the Central SIS II, Central VIS and national interfaces and the Central system of Eurodac and is in charge of the maintenance and technical development, necessary to ensure the proper functioning of these systems and their operational quality. Furthermore, it is responsible for the overall security of the systems. Currently the Operations Department in Strasbourg has around 100 (one hundred) staff members distributed across two units.

## **3. DUTIES**

The Quality Assurance Officer will be supporting the implementation of project management processes in eu-LISA. In addition, the job holder will ensure the use of appropriate program and project management standards, processes as well as collateral documentation.

The responsibilities of the successful applicant will include, but not be limited to:

- Contributing to and maintaining good quality project management documentation, reports and plans ensuring they are relevant, accurate and complete;
- Providing assistance in continuing and updating the project management process and disciplines necessary to support the work of the Enterprise Project Management Office (EPMO) of eu-LISA;
- Supporting different stakeholders in making best use of project management processes and tools;
- Providing support in the planning, coordination and follow-up of projects, release plans, roadmaps, dependencies between different projects, risks' estimates and relevant follow up;
- Assisting in gathering lessons learned and best practices across programmes and projects;
- Contributing to progress follow up and reporting activities as well as contribution to the Work Programmes of eu-LISA.

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<sup>7</sup> Communication from the Commission to the European Parliament and the Council on Stronger and Smarter Information Systems for Borders and Security, COM(2016) 205 final, 6.4.2016.

## 4. QUALIFICATIONS AND EXPERIENCE REQUIRED

### 4.1. Eligibility criteria

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

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

***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 said EU Member States shall be taken into consideration.***

- 4.1.3. he/she is a national of one of the Member States of the Union, Norway, Iceland, Liechtenstein or Switzerland<sup>8</sup> and enjoys his/her full rights as a citizen<sup>9</sup>;

- 4.1.4. he/she has fulfilled any obligations imposed on him/her by the laws concerning military service;

- 4.1.5. he/she produces the appropriate character references as to his/her suitability for the performance of his/her duties;

- 4.1.6. he/she is physically fit to perform his/her duties<sup>10</sup> and

- 4.1.7. he/she produces 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 his/her duties.

### 4.2. Selection criteria

Suitability of applicants will be assessed against the following criteria in different steps of the selection procedure. Certain criteria will be assessed only for short-listed applicants during interviews and tests.

#### 4.2.1. Professional experience and knowledge

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

- Knowledge and/or professional experience in the area of Project Management and/or Quality Management;
- Knowledge and/or preferably professional experience in the specification and development of life cycle of projects in the IT field;
- Knowledge of a Project Management methodology to efficiently and effectively manage a project in an end-to-end manner across its different stages from start-up, over project coordination and follow-up, to project close (PM Book/PMI or PRINCE2) as shown by either training and/or preferably professional experience;
- Knowledge and/or preferably professional experience in the specification, development and implementation of processes in the IT field;
- Ability to effectively manage vendors including the ability to manage contract creation, execution and analysis to maximise financial and operational performance as shown by training and/or professional experience;

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<sup>8</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>9</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>10</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.

- Knowledge of finance and procurement procedures of public bodies as shown by training and/or preferably professional experience;
- Strong drafting and communication skills in English both orally and in writing, at least at the level C1<sup>11</sup>.

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

4.2.2. *Further, the following attributes would be advantageous:*

- Knowledge of ITIL v3 processes as demonstrated by training and/or preferably professional experience;
- Knowledge of EU policies in the area of Justice and Home Affairs, e.g. as shown by training and/or professional experience;
- Awareness of eu-LISA's legislative, political and business context;
- Knowledge of French language at least at the level B2<sup>12</sup>.

4.2.3. *Personal qualities*

Attributes important to this post include:

- Excellent understanding of complex inter-relationships in an overall process or system going beyond analysing information to develop a conceptual understanding of the meaning of a range of information;
- Excellent organisational skills, maintaining a clear overview of multiple tasks including the ability to prioritise towards deadlines and focussing on key objectives;
- Ability to communicate efficiently and unambiguously in a way that the receiver effectively understands the message including the ability to express oneself verbally in interactions with others as well as in business writing, drafting and reporting;
- Ability to act as an appreciated team player that encourages collaboration and that is able to facilitate or contribute to constructive dialogue, contributing to finding common ground as well as how to approach and solve issues in a multicultural team.

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

The selected applicant for the post 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.

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<sup>11</sup> Cf. Language levels of the Common European Framework of reference:  
<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

<sup>12</sup> See previous note.

## 7. SELECTION PROCEDURE

The selection procedure includes the following steps:

- A Selection Committee designated by the Appointing Authority (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 a combination of certain selection criteria defined in the vacancy notice. Some criteria will be assessed only for short-listed applicants during interviews and tests. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more steps of the selection procedure;
- 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;
- During the interview phase, the Selection Committee examines the profiles of applicants and scores the applicants in accordance with the selection criteria;
- In order to be considered for inclusion on the reserve list, an applicant must receive at least 50% of the maximum points from the evaluation of the interview and the written test phase;
- 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, simultaneously, also propose to the Appointing Authority the best suitable candidate to be engaged for the post;
- The reserve list established for this selection procedure will be valid until 31 December 2021 (the validity period may be extended);
- The Appointing Authority chooses from the established reserve list an applicant whom to engage for a job;
- Applicants placed on the reserve list may be engaged for a job for the same or a similar post depending on the needs of eu-LISA and its budgetary situation, as long as the reserve list is valid;
- The interview and the written test are conducted in English. In case English is the mother tongue of an applicant, some interview questions or test questions will be in the language they indicate on the application form as their 2nd EU language;
- Each applicant invited for an interview phase will be informed by 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 engagement.

**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 and because the successful applicant will be requested to immediately be operational, the recruitment procedure will be performed in English and all communication with applicants will be held in English.**

## 8. ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

The selected applicant will be engaged by the Authority Authorised to Conclude Contracts of employment (eu-LISA's Executive Director) from the established reserve list.

For reasons related to eu-LISA's operational requirements, once the applicant receives an engagement 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 Temporary Staff, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS). The Temporary Staff post will be placed in Function Group AD, Grade 6 in the first or second step, depending on the length of professional experience.

The pay of staff members consists of a basic salary in EUR weighted by the correction coefficient (for Strasbourg, France 114.8 %) and paid in EUR<sup>13</sup>.

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

eu-LISA staff members pay an EU tax at the 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-](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF)

[lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF)

The complete salary table is available in 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 the 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 to 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 a probationary period of nine months, with the 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 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 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 eu-LISA to terminate any applicable employment contract.

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<sup>13</sup> The correction coefficient is subject to a regular update.

## 9. PROTECTION OF PERSONAL DATA

eu-LISA ensures that applicants' personal data is 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 Temporary Staff (TA 2 f) are defined in the Conditions of Employment of Other Servants of the European Communities<sup>14</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, within 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 HRTU staff members, 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 should be addressed to the HRTU of the Agency at [eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu)

Applicants may have recourse at any time to eu-LISA's Data Protection Officer [dpo@eulisa.europa.eu](mailto:dpo@eulisa.europa.eu) and/or the 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 submit a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union and Conditions of employment of other servants of the European Union, to the following e-mail address:

[eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu) or mail address:

**eu-LISA**

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

Vesilennuki 5  
10415 Tallinn  
Estonia

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<sup>14</sup> CEOS, in particular the provisions governing conditions of engagement in Title II.

The complaint must be submitted 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

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

- eu-LISA standard application form filled in and hand-signed (scanned into PDF format);
- Eligibility Checklist (see page 9 of this Vacancy Notice) duly completed and hand-signed (scanned into PDF format). In this Checklist the applicant verifies his/her compliance with the eligibility criteria for the specific post;
- Selection criteria Checklist (find in the list of `Related documents` on eu-LISA`s webpage) duly completed and hand-signed (scanned into PDF format). In this Checklist the applicant explains in his/her opinion on how he/she meets the selection criteria for the specific post;
- Declaration of Conflict of Interest duly completed and hand-signed (scanned into PDF format) in order to identify potential or actual conflict of interest in relation to the position offered, if any (**see page 10 of this Vacancy Notice**).

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

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

Incomplete applications and applications received by 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:

[eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu)

The closing date for submission of applications is: **18 September 2018 at 23:59 EET (Eastern European Time) and 22:59 CEST (Central European Summer Time).**

**The subject of the e-mail should include the Title of the post and Reference No: eu-LISA/18/TA/AD5/18.1. Quality Assurance Officer.**

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 interviews will be contacted via e-mail.

In case of any queries about the selection process, please contact via e-mail:

[eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu).

Applicants invited to an interview phase will be requested to supply documentary evidence in support of the statements that are made in the application, namely present originals or certified copies of diploma(s) and evidence of professional experience, clearly indicating the starting and finishing dates, and the workload.

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 phase may take up to several months.



Quality Assurance Officer/AD5

Full name of applicant: (in capital letters)

Application number: (introduced by the eu-LISA)

**ELIGIBILITY CRITERIA**

1	he/she has a level of education which corresponds to completed university studies of at least three years attested by a diploma	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2	he/she is a national of one of the Member States of the Union, Norway, Iceland, Liechtenstein or Switzerland and enjoys his/her full rights as a citizen	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3	he/she has fulfilled any obligations imposed on him/her by the laws concerning military service	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4	he/she produces the appropriate character references as to his/her suitability for the performance of his/her duties	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5	he/she is physically fit to perform his/her duties	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6	he/she produces 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 his/her duties	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>I, the applicant, fulfil all the eligibility criteria for the post in question:</b>		<b>Yes <input type="checkbox"/></b>	<b>No <input type="checkbox"/></b>

.....  
*Signature of Applicant (by hand)*

**Introduced by the eu-LISA:**

*Certified correct:*      Yes     No

.....  
*Signature*

**DECLARATION  
OF ABSENCE OF CONFLICT OF INTEREST<sup>15</sup>**

Vacancy Notice Reference Number: **eu-LISA/18/TA/AD5/18.1**

Position: **Quality Assurance Officer**

This Declaration serves the purpose of 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 could lead to an 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 the Executive Director of eu-LISA 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 withdrawal of the job offer or, after recruitment, in disciplinary actions (including a decision of non-confirmation of the probationary period).
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Signature of the applicant:
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Date: .. /.. /....
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<sup>15</sup> Pursuant to Articles 11 and 11a of the Staff Regulations and 11 and 81 of the Conditions of Employment of Other Servants (CEOS)