



Call for Tenders LISA/2014/OP/03
External support

Annex 1
Description of Services

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1. INTRODUCTION

This document describes the services to be delivered as part of Lot 1, 2, 3 and 4 including the staff profiles for each lot. For each profile a description of the job, required qualifications, experience, knowledge and skills are specified.

1.1. Procurement of infrastructure

Eu-LISA shall provide the infrastructure (office space, hardware/software, telephone, network etc.) needed for the execution of the services to be delivered intra-muros, i.e. covered via a times & means order. The Contractor shall provide adequate infrastructure for profiles providing services extra-muros.

1.2. Service orders

The service is either executed by contractor's staff at the eu-LISA's premises on the basis of time & means orders or at the contractor's premises on the basis of quoted time & means or fixed price orders.

1.3. Qualifications and language requirements

For all profiles the language requirement is English language knowledge at CEFR level B2 or higher.

Please note that with respect to qualifications for Lots 1 and 2, **one year of experience** in the relevant domain is considered as equivalent to **one year of higher education**. However, these years can not be taken then into account in the experience.

2. PROFILES PER LOT

2.1. Lot 1 ICT support for Strasbourg and Brussels

2.1.1. Junior Project Support Officer

Profile type	Junior Project Support Officer
Task description	<p>withThe Project Support Officer will be responsible for a number of administrative tasks such as:</p> <ul style="list-style-type: none">• arranging meetings and producing meeting minutes• Set up and maintain project files• Collect actuals data and forecasts• Update plans• Administer or assist the quality review process• Administer or assist Project Board meetings• Assist with the compilation of reports• Contribute expertise in specialist tools and techniques• Maintain the following records: Quality Register, Configuration Item Records, any other registers/logs delegated by the Project Manager• Administer the configuration management procedure

<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum xperience</i>	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience, of which • Minimum 1 year experience in IT project support
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience of working within a project management office utilising Prince 2 or an equivalent project management methodology is needed. • Prince 2 foundation qualifications or an equivalent industry standard project management methodology. • Good knowledge of project management standards and techniques • Knowledge/Usage of project management tools. • Good reporting methods. • Strong understanding of project management and support issues including managing risks, issues, quality, and actions logs. • Experience of using MS Project, MS Word, MS Excel and MS PowerPoint and the ability to utilise desktop applications. • Experience of taking minutes and actions in meetings, at all levels. • Experience of supporting multiple projects and project managers. • Experience of maintaining a configuration management system acting as configuration librarian. • Experience of creating templates for common project documentation. • Experience in the full end-to-end IT project life cycle.

2.1.2. Intermediate Requirements Analysis Specialist

<i>Profile type</i>	Intermediate Requirements Analysis Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Analysis of Business requirements • Business model analysis • Process analysis • Business processes modelling • Functional requirements and business cases analysis • Business Risk analysis • Update traceability matrix
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience • Minimum 2 years of experience in business process analysis

	<ul style="list-style-type: none"> • Minimum 2 years of experience in modelling tools • Minimum a total of 3 years of experience in one or more of the following: business analysis tools , modelling tools (e.g. UML) or software development process frameworks/methodologies (e.g. RUP)
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in Information systems consulting and studies • Proven experience with quality and security procedures • In depth knowledge of information systems matters • Experience in large organizations administrative, business processes. • In depth knowledge of modelling tools • Knowledge of business analysis tools • Knowledge of software development process frameworks/methodologies (e.g. RUP) • Strong capacity in preparing and writing reports • Strong capacity to give high level presentations • Ability to apply high quality standards • Ability to participate in multi-lingual meetings, excellent communicator. • Capability of working in an international/multicultural environment

2.1.3. *Intermediate Quality Consultant*

<i>Profile type</i>	Intermediate Quality Consultant
<i>Task description</i>	<ul style="list-style-type: none"> • Ensure that all processes related to Quality management are set up and maintained; • Maintain all documentation related to quality management; • Support the project team and the customer on all issues related to quality management; • Carrying out quality audits and IT processes quality assessments. • Quality Webpage SharePoint maintenance: <ul style="list-style-type: none"> • Update & maintain Quality webpage SharePoint with all new & revised documents for each manual as well as other related items • Maintenance of Quality Manuals/Policies and procedures • Quality Assessment Duties: <ul style="list-style-type: none"> • Perform regularly quality assessments • Maintain e-folders of all quality assessment reports conducted in the agency

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	<ul style="list-style-type: none"> • Ensure compliance with all company policies & procedures
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience as quality consultant
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Proof read communication, documents, draft emails, etc as needed • Maintain high level of accuracy, confidentiality and professionalism • Ability to create professional documents and emails • Run reports & handle special projects as assigned • Perform Quality related duties as assigned by the Quality Assurance Manager

2.1.4. Intermediate GIS Specialist

<i>Profile type</i>	Intermediate GIS Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Compiling statistical information and interpreting data and information to meet Agency's needs • Create maps and graphs, using Geographical Information System (GIS) software and related equipment • Meet with users to define data needs, project requirements, required outputs, or to develop applications • Conduct research to locate and obtain existing databases • Gather, analyse, and integrate spatial data from staff and determine how best the information can be displayed using GIS • Compile geographic data from a variety of sources including censuses, field observation, satellite imagery, aerial photographs, and existing maps • Analyse spatial data for geographic statistics to incorporate into documents and reports • Design and update database, applying additional knowledge of spatial feature representations • Analyse geographic relationships among varying types of data • Prepare metadata and other documentation • Operate and maintain GIS system hardware, software, plotter, digitizer, colour printer, and video camera • Present information to users and answer questions • Retrieve stored maps
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience • Minimum 2 years of GIS experience

	<ul style="list-style-type: none"> • Minimum 2 years of analysis and programming experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience with Relational Database Management Systems (RDBMS) • Experience in web application development • Database SQL query skills to manage and collect data from various relation database sources • In depth knowledge of GIS software and tools • In depth knowledge of relational database systems • In depth knowledge of SQL • Good knowledge of geospatial data analysis • Good knowledge of programming languages • Good knowledge of the design and development of web and multi-tier web applications • Knowledge of modelling tools (e.g. UML) • Ability to cope with fast changing technologies used in application developments

2.1.5. Senior Process Design Specialist

<i>Profile type</i>	Senior Process Design Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Responsible for identifying all elements required for a service to be successfully implemented and utilised by internal/external stakeholders • Support the required mix of service efficiency and meet customer expectation. Working in partnership with vendors and other third party to provide assurance across IT Services
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of IT professional experience • Minimum 2 years of relevant professional experience in user support, training or documentation writing.
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience and certification in ITIL/ITIL V3 • Experience with quality procedures • Certification in Prince 2 is considered an asset • Experience in working with MS Visio or other notation tools • Ability to understand the technical environment and its role and impact within the business • A strong background in Service Design and the ability to develop communication methodologies and standards to ensure that service design documents are effectively communicated to a wide range of audiences • Ability to negotiate with senior business and IT staff and ensure that they maintain visibility activity across the board

	<ul style="list-style-type: none"> • Experience of managing both internal/external suppliers to ensure service excellence is achieved • A substantial experience related to IT in a corporate context, with a proven relevancy in a Service Management or IT Service design position with a good grounding in all service delivery process frameworks • Has experience of developing detailed service improvement planning strategies for a part of the business and communicating these to relevant business and IS a representative
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2.1.6. Senior Continuous Service Improvement Specialist

<i>Profile type</i>	Senior Continuous Service Improvement Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Propose and implement a Continuous Service Improvement (CSI) process and methodology with accompanying Key Performance Indicators (KPIs), reporting and governance mechanisms • Contribute to service audits to verify compliance and recommendations of service improvements • Work closely with Agency and vendors to understand improvement opportunities and to size, scope and generate business cases that support the implementation of improvement projects whilst effectively prioritising against the other needs of the business to ultimately produce quality service improvement plans • Assist the management to take action for the improvement of the end user experience, as measured by monthly customer satisfaction (CSAT) results
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of IT professional experience • Minimum 2 years of relevant professional experience in user support, training or documentation writing.
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Certification in ITIL/ITIL V3 Foundation essential, ITIL Practitioner or ITIL Expert desirable • Certification in Prince 2 is considered an asset; • Experience with quality procedures • Developed communication and diplomacy skills with a strong ability to persuade and influence client and stakeholder relationships • Experience in managing deliverables via 3rd party vendors in a high profile and/or technically innovative enterprise solution • Previous experience in a continuous improvement or service management role • Very strong communication skills: oral, written, presentation,

	<p>facilitation</p> <ul style="list-style-type: none"> • Technical understanding with ability to translate into business concepts
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2.1.7. *Junior SharePoint Enterprise Content Management (ECM) Specialist*

<i>Profile type</i>	Junior SharePoint ECM Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Manage the web-based Enterprise Content Management (ECM) and collaboration resources used by staff and stakeholders • Create and maintain SharePoint site collections with multiple sites, unique navigational elements, custom content types and site columns, site pages, web part pages, workflows, retention policies, and governance policies • Work with staff and key stakeholders to define the high level solution to be delivered. • Monitor and report on usage as well as perform security audits of the systems • Implement the final design (i.e. "look-and-feel") of the User Interface (UI) collaborating with communication staff • Coordinate technical reviews ensuring that the application UI meets usability, functional, and client's UI guidelines and standards • Collaborate with governance/oversight group to align with corporate strategy • Provide training and act as a "point of contact" for web related questions and requests. • Produce and maintain procedural documentation.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • <u>Minimum 4</u> years of IT professional experience • Minimum 2 years of experience in web site management • Minimum 2 years of web page design and development experience • 3 years of IT/System and/or web design/development experience with web design tools, including • 2 years of SharePoint development experience. 1 year of SharePoint architectural design experience on an enterprise implementation2 years of Microsoft administration experience on Windows operating systems. Scripting and/or Microsoft .NET development experience[There may be overlaps in the above experience]
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in web site support • Microsoft SharePoint certification or equivalent experience • Good understanding of SharePoint and the different out of the

	<p>box web parts and their functionality, InfoPath Form Services and SharePoint Designer</p> <ul style="list-style-type: none"> • Demonstrated experience translating a final design into a finished SharePoint web presence • Knowledge of information management technologies and platforms especially SharePoint 2010 • Experience with web design tools
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2.1.8. Senior Project Manager

<i>Profile type</i>	Senior Project Manager
<i>Task description</i>	<ul style="list-style-type: none"> • Manage the implementation of IT projects to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality. • Manage and deliver highly complex IT projects in accordance with Project Management Office (PMO) standards • Understand project goals and objectives, and ensure that projects are setup to achieve these goals • Define and manage the scope, schedule, budget and plan for projects throughout the lifecycle • Define communications plans and maintain excellent overall communications throughout the project • Proactively identify and manage all significant issues and risks and escalate as necessary • Report and communicate project status to the PM Staff Manager, Portfolio Management team, executives and other project stakeholders • Assure that the project management process effectiveness is consistently managed. This involves providing an advisory service to project teams throughout the delivery lifecycle to drive best practice and professionalism in approach. • Support/Coach Project Teams, Business Analysts, Developers, and other project team members in implementing and improving applicable project management standards & Methods within the context of their environment, objectives and priorities.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of IT professional experience, of which • Minimum 6 years of experience with a project management methodology (e.g. Prince2)
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience as a Project Manager, Programme Manager or Project Management Officer (PMO) within a structured project environment. • IT project management and development lifecycle integration

	<p>and implementation, (with good understanding of Prince 2 and/or PMI principles)</p> <ul style="list-style-type: none"> • Service management/Delivery Experience and Understanding. • Experience of industry-standard IT Governance practices. • Advanced Knowledge of Microsoft applications including MS Project, MS Excel and MS Visio. • IT Performance management / Metrics expertise • Knowledge of Organisational Change and process improvement methodologies e.g. Lean Six Sigma Black Belt • Knowledge of Agile/Scrum e.g. ScrumMasterExperience in process assessment using methodologies as CMMi, Cobit, P2MM, Project/Programme management and implementation of project tools
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2.1.9. Intermediate ITSM Tool Specialist

<i>Profile type</i>	Intermediate ITSM Tool Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Must be able to Configure, tailor, and administer IT Service Management (ITSM) tools (e.g HP Service Manager 9) to meet the needs of the various ITSM processes • Provide in-depth technical planning, designing, and administering of the ITSM suite of applications • Migrate, Test, identify and correct defects • Integrate with System management products and vendor supplied Application Programming Interfaces (APIs) • Provide leadership in recommendations based on best practices and experience in service management • Understanding of interactions and dependencies across IT systems
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience • Minimum of 5 years of experience in medium to large scale implementations of ITSM tools
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Configuration and development experience with Service, Incident, Problem, Service Catalogue, Request, and Change Management modules in a Service Management tool • Working knowledge of best practices and of the functionality provided by an out of box system • ITIL/ITIL V3 Foundation Certification

2.1.10. Senior Business Intelligence Specialist

<i>Profile type</i>	Senior Business Intelligence Specialist
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<i>Task description</i>	<ul style="list-style-type: none"> • Design and development of online analytical data processing (OLAP) solutions • Creation and maintenance of a data warehouse • Gather business requirements • Development of data mining solutions • Knowledge of Extract, Transform and Load (ETL) processes • Data modelling • Design and development of reporting applications • Physical Database (DB) design • DB performance analysis • Elaboration of test programs • Writing of technical documentation • Assistance with deployment and configuration of the system • Participation in meetings with the project teams
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of IT professional experience. • Minimum 3 years of experience with Relational Database Management Systems (RDBMS) • Minimum 3 years of experience in Data Warehousing
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience with Business Intelligence (BI) reporting tools • Experience with ETL tools • Experience with online analytical processing and data mining • In-depth knowledge of data warehouse architecture • In-depth knowledge of relational database systems principles applied to data warehouse • In depth knowledge of Structured Query Languages (SQL) • In depth knowledge of business intelligence reporting tools • Good knowledge of ETL tools • Good knowledge of modelling tools • Good knowledge of online analytical data processing (OLAP) and data mining tools • Ability to cope with fast changing technologies used in application developments • Ability to participate in multi-lingual meetings, ease of communication. • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in working in team.

2.1.11. Junior Business Intelligence Specialist

<i>Profile type</i>	Junior Business Intelligence Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Design and development of online analytical data processing (OLAP) solutions • Creation and maintenance of a data warehouse • Gathering business requirements • Development of data mining solutions • Knowledge of Extract, Transform and Load (ETL) processes • Data modelling • Design and development of reporting applications • Physical Database (DB) design • DB performance analysis • Elaboration of test programs • Writing of technical documentation • Assistance with deployment and configuration of the system • Participation in meetings with the project teams
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 3 years of IT professional experience. • Minimum 2 years of experience with Relational Database Management Systems (RDBMS) • Minimum 1 year of experience in Data Warehousing
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience with Business Intelligence (BI) reporting tools • Experience with ETL tools • Experience with online analytical processing and data mining • In-depth knowledge of data warehouse architecture • In-depth knowledge of relational database systems applied to data warehouse • In depth knowledge of Structured Query Languages (SQL) • In depth knowledge of business intelligence reporting tools • knowledge of ETL tools • knowledge of modelling tools • knowledge of online analytical data processing (OLAP) and data mining tools • Ability to cope with fast changing technologies used in application developments • Ability to participate in multi-lingual meetings, ease of communication. • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in

	working in team.
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2.1.12. Junior Service Desk Specialist

<i>Profile type</i>	Junior Service Desk Specialist
<i>Task description</i>	<ul style="list-style-type: none"> Provides support for basic incident resolution and requests reported to the service desk. Logs and tracks incidents and requests from identification through resolution. Engages other service desk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility. Follows up with other support staff (service resources) involved in resolution to ensure incidents are resolved, requests are filled, and the customer communication is complete. Documents resolutions and updates self-help and staff knowledge bases. Uses the appropriate CTI categories for logging incidents and requests Creates a positive customer support experience and builds strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a consummately professional attitude Ensures the end-to-end customer experience and provides a single point-of-contact for the customer Provides after hours, shift hours and on-call support as needed Adheres to and supports Agency standards, policies, and procedures
<i>Education</i>	
<i>Minimum Experience</i>	<ul style="list-style-type: none"> Minimum 2 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> Demonstrated ability to learn customer support processes and techniques Strong analytical skills Ability to solve problem Competency in MS Office Suite Competency in call centre tracking tools Prior experience in supporting customers in use of application software Proficiency in using support software tools Customer service orientation and/or prior customer service training skills and knowledge Strong understanding of the Agency's security-related procedures.

2.1.13. Junior Technical Writer/Proof-reader

<i>Profile type</i>	Junior Technical Writer/Proof-reader
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<i>Task description</i>	<ul style="list-style-type: none"> Plan, research, write, and edit existing or new technical guides or operational manuals Work closely with Infrastructure & Operations Unit Department and other cross-functional teams to ensure technical accuracy in the manuals Read and analyse functional specifications and technical documents to interpret overall functionality and product intricacies Handle multiple guides and manuals simultaneously; should be able to manage time and tasks effectively Adapt to changing requirements and deal with aggressive schedules Work independently through all stages of the Document Development Life Cycle (DDLC) Serve the roles of an editor and proof-reader by participating in peer reviews Contribute to the writing and proofreading of tender technical specifications Apply corporate quality standards and policies Ensure consistency among documents/drafts, confirming accuracy of references/footnotes/captions
<i>Education</i>	<ul style="list-style-type: none"> Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> Minimum 3 years of proof reading or publishing experience, preferably with IT technical documents
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> Strong understanding of IT concepts and ability to quickly grasp new acronyms and technologies Excellent written English language skills PC skills and proficiency in MS Office and MS Visio Knowledge of MS SharePoint and wiki systems is considered advantageous Detail-oriented, problem-solver, self-starter requiring minimal oversight, with flexibility and good follow-through skills Knowledge of proof-reading and type-setting standards Ability to interpret and follow page layout specifications Expertise in language style, accuracy and speed in reading detailed material Must possess excellent communication skills, written and oral

2.1.14. Intermediate Service Delivery Coordinator

<i>Profile type</i>	Intermediate Service Delivery Coordinator
<i>Task description</i>	<ul style="list-style-type: none"> Coordination of the day to day delivery of all live service elements in accordance with agreed SLAs and contractual

	<p>requirements</p> <ul style="list-style-type: none"> • Contribution to incident management; co-ordination of direct and indirect reports to ensure issues are investigated and rectified as swiftly as possible, whilst maintaining quality and minimising risk • Building and maintaining strong relationships with operational peers to oversee and ensure all service lines are provided in accordance to Service Level Agreements (SLAs) • Responsibility for ensuring effective reporting is generated when required, including detailed incident reporting • Ensuring quality is maintained throughout the service delivery process • Develop a good understanding of the Agency's services operations and functional processes • Gather and report detailed performance data against key indicators to generate actionable improvements to the quality of services offered • Assist in support models and managing transition of projects and new services into the business as usual model • Assist in coordinating Problem and Release management activities to ensure effective service management • Assist in coordinating problem resolution, involving internal support groups, vendors, suppliers, customers and managing any roadblocks • Ensures quality of Known Error records and the Knowledge Database • Coordinates with suppliers, contractors, 3rd parties, etc. to ensure timely problem resolution and contractual fulfilment and involves Supplier Management when necessary • Conducts Post Resolution Review of critical problems and supports in following up of their activities together with the Service Delivery Manager • Ensures that Problem Management Key Performance Indicators (KPIs) are reported and their targets are met • Takes escalations from Problem Coordinator and handles them accordingly
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of experience in enterprise level IT environments. • Minimum 3 years of Change/Incident/Problem Management or Project Management experience.
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • ITIL/ITIL V3 Foundation Certification • People-management skills coupled with strong communication skills • Good planning skills that go along with proper time

	<p>management.</p> <ul style="list-style-type: none"> • Problem-solving skillsProven communication skills with multiple levels of an organization, including interaction with senior management • Strong influencing and relationship management skills. • Excellent ability to manage multiple high priority efforts/ competing priorities and flexibility to adjust to changing requirements, schedules and priorities. • Self-driven and resourceful to achieve goals independently as well as work well in groups. • High level of IT literacy – MS Office (Word, Excel, PowerPoint).
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2.1.15. Junior Middleware Support Specialist

<i>Profile type</i>	Junior Middleware Support Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Create, configure and maintain multiple domains with multiple clusters and multiple managed servers • Support application and service deployment • Troubleshoot application and service deployments • Support tuning of applications and services deployed • Help to define standards and guidelines on configuration and deployment • Expert knowledge and experience administering and troubleshooting service oriented architectures
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 4 years of experience providing administration and operational support for high-availability Middleware environments (e.g. Oracle Weblogic), including installation, configuration, monitoring and troubleshooting
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Understand network and load balancer technologies • Experience in developing and executing UNIX shell scripts to automate common tasks including domain configuration and application deployments. • Experience in performing advanced level monitoring/probing and troubleshooting • Server and application level load balancing experience. • Experience in supporting SOA environments • Must be able to successfully manage complex issue resolution. • Web application: Trouble shooting and analysis in Apache middleware technology • Good experience in Unix administration (Aix, Linux) • Trouble shooting of Java Virtual Machines (JVMs),

	<p>messaging, analysing logs. Database: SQL query and basic oracle database knowledge.</p> <ul style="list-style-type: none"> • Basic network and Java knowledge. • Additional knowledge on the batch jobs and scripting would be added advantage. • Should be aware of ITIL/ITIL V3 framework tools used in supporting production environment, knowledge on handling incidents and changes in production support environment. • Good communication skills and interested to work in the production support 24/7 (workin shifts). • Experience with Ticket Management software tools like HP Service Manager or Jira
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2.1.16. Intermediate Application Architect

<i>Profile type</i>	Intermediate Application Architect
<i>Task description</i>	<ul style="list-style-type: none"> • Architecture and design of information systems. • Review of the architecture of existing systems • Design and development of component architecture and building blocks • Analysis of the integration of different information systems • Data analysis and data modelling. • Coordination of the implementation of the technical architecture • Technical interface between the project leaders and the developers • Production of software architecture documents • Participation in technical working groups, progress meetings and meetings with the users • Assistance in the testing, the technical documentation, the deployment, the evaluation and the reporting
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience (overall encompassing at least half of the first ten "Qualification, Knowledge and skills" domains below) • Minimum 2 years' experience in architecture and design of information systems • Minimum 2 years' experience in development of information systems • Minimum 2 years' experience with Unified Modelling Language (UML) or Computer-Aided Software Engineering (CASE) tools
<i>Additional needed</i>	<ul style="list-style-type: none"> • Experience in Service Bus Architecture

<i>qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience with relational databases • Experience in web technologies • Experience with Linux, UNIX or AIX Enterprise environment • In-depth knowledge of Service Oriented Architecture • In depth knowledge of applications design • In depth knowledge of modelling tools • Good knowledge of Object Oriented Programming languages • Good knowledge of Relational Database Management Systems (DBMS) • Good knowledge of business process analysis • Knowledge of interoperability technology (e.g. web services, message oriented middleware, service oriented bus) • Good redaction skills. • Ability to give technical presentations • Ability to apply high quality standards • Ability to cope with fast changing technologies used in application architecture and design • Ability to participate in multi-lingual meetings, good communication skills. • Capability of working in team.
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2.1.17. Intermediate Database Administration Specialist

<i>Profile type</i>	Intermediate Database Administration Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Database installation, configuration and administration • Database monitoring and tuning • Application installation, configuration and management • Monitoring of application usage and performance • Access management • Writing of database or application procedures manuals, including disaster recovery plans • Database / application incident management • Coordination of database and application support
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience • Minimum 2 years' experience in database / Application management
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in Database support • In-depth knowledge of DBMS administration. • Good knowledge of ORACLE DBMS.

	<ul style="list-style-type: none"> • Good knowledge of Structured Query Languages (SQL) and particularly PL-SQL • Experience with ITIL/ITIL V3 • Experience in user support • Knowledge of operating systems (e.g. Windows, Unix, Linux) • Ability to participate in multi-lingual meetings, ease of communication. • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in working in team. • Able to cope with the fast changing technologies
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2.1.18. Junior Test Engineer

Profile type	Junior Test Engineer
Task description	<ul style="list-style-type: none"> • Develop test strategies • Develop test processes, procedures and documentation • Develop test acceptance criteria • Perform testing activities on technical products, • Report problems or failures leading to suggestions to improve or perfect the technical products • Use/develop test tools and performs test automation activities • Interact with project teams and other stakeholders in the framework of the tests organization and activities
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
Minimum Experience	<ul style="list-style-type: none"> • Minimum 3 years of relevant IT experience and minimum 2 years of testing experience
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • International Software Testing Qualifications Board (ISTQB) Foundations Level exam • Prince 2 foundation qualification or an equivalent industry standard project management methodology • ITIL/ITIL V3 foundations certification • Database skills, mainly in Oracle and SQL Server • Experience with WebLogic • Good experience with different Operating Systems, with emphasis on Unix variants • Good understanding of object oriented programming, J2EE architecture • Knowledge of automated testing tools, like WinRunner, QTP, Rational Robot, etc. • Must demonstrate an understanding of IP networking, protocols such as HTTP and HTTPS, firewalls, routers, etc.

	<ul style="list-style-type: none"> • Proven ability to manage and prioritize multiple, diverse projects simultaneously • Must be flexible, independent and self-motivated • Punctual, Regular and consistent attendance • Good knowledge of project management standards and techniques • Good technical knowledge on the projects aspects. • Good reporting methods. • Strong understanding of project management and support issues including managing risks issues quality and actions logs. • Experience of taking • Solid understanding of testing practices • Strong cross group collaboration abilities • Excellent problem solving, debugging/troubleshooting skills
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2.1.19. Intermediate Test Engineer

<i>Profile type</i>	Intermediate Test Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • Develop test strategies • Develop test processes, procedures and documentation • Develop test acceptance criteria • Perform testing activities on technical products, • Report problems or failures leading to suggestions to improve or perfect the technical products • Use/develop test tools and performs test automation activities • Interact with project teams and other stakeholders in the framework of the tests organization and activities
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant IT experience and minimum 5 years of testing experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • International Software Testing Qualifications Board (ISTQB) Foundations Level certificate • Prince 2 foundation qualification or an equivalent industry standard project management methodology • ITIL/ITIL V3 foundations certification • Database skills, mainly in Oracle and SQL Server • Experience with WebLogic • Good experience with different Operating Systems, with emphasis on Unix variants

	<ul style="list-style-type: none"> • Good understanding of object oriented programming, J2EE architecture • Knowledge of automated testing tools, like WinRunner, QTP, Rational Robot, etc • Must demonstrate an understanding of IP networking, protocols such as HTTP and HTTPS, firewalls, routers, etc. • Proven ability to manage and prioritize multiple, diverse projects simultaneously • Must be flexible, independent and self-motivated • Punctual, Regular and consistent attendance • Good knowledge of project management standards and techniques • Good technical knowledge on the projects aspects. • Good reporting methods. • Strong understanding of project management and support issues including managing risks issues quality and actions logs. • Solid understanding of testing practices • Strong cross group collaboration abilities • Excellent problem solving, debugging/troubleshooting skills
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2.1.20. Senior Network Specialist

<i>Profile type</i>	Senior Network Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Construct and maintain configurations for data networks. • Design, test and install network software and hardware. • Perform troubleshooting of network problems utilizing network analysers and/or sniffers and other troubleshooting tools. • Deal with network related documentation (develop/update/review) and technical specifications. • Configure and implement network monitoring and management systems. • Implement and monitor network security. • Plan network capacity/estimate network utilisation. • Analyse current network software and propose modifications and new software according to best practice standards and procedures. • Engage with vendors offering network related services and equipment.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience, preferably in the following fields:

	<ul style="list-style-type: none"> • DNS and IP administration • LAN protocols (Spanning Tree Protocol and/or VLAN trunking) • TCP/IP, RIP, OSPF, BGP and/or EIGRP • WAN network topologies and hardware (CSU/DSU, Private Line, DSL) • Network Management tools
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Advanced/In depth knowledge of the principles, practices and procedures related to Local and Wide Area Networks (LAN/WAN) • Advanced/In depth knowledge of network configurations • Advanced/In depth knowledge of the domains of Internet-Protocol based Local and Wide Area Networks (LAN/WAN) administration, firewall administration • Advanced/In depth knowledge of Firewall/VPN/loadbalancer configuration and troubleshooting (Cisco, Stonegate, F5 products are a plus) • Advanced/In depth knowledge of network configuration and troubleshooting including but not limited to DNS, VLAN, IP routing, LAN, WAN, and Site to Site VPN • Ability to perform network capacity planning • Very good knowledge of network security and monitoring and management of network security devices • Very good knowledge of encryption at network layer and encryption protocols (SSL/TLS, IPSEC, etc.) • In depth knowledge of the concepts related to load balancing, firewalls, switches (L2/L3), redundancy, IP addressing • In depth knowledge of network devices installation/deployment/backup and recovery of configuration • Ability to understand/write/update/review documentation and technical specifications related to network infrastructures • In depth knowledge of network design, network capacity planning, network evolutions, network monitoring • Ability to understand common network topologies as well as common cabling technologies and standards (fiber/copper, ethernet, etc.) • Network (Cisco Certified Network Professional/CCNP or equivalent) and IT Service Management/ITSM qualifications (IT Infrastructure Library/ITIL-ITILV3ISO/IEC 20000 or equivalent) would be advantageous • Ability to cope with fast changing technologies used in network infrastructures and network design • Ability to actively participate in meetings, very good communication/presentation skills • Capability of integration in an international/multicultural

	environment, rapid self-starting capability and experience in working in a team.
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2.1.21. Junior Network Specialist

<i>Profile type</i>	Junior Network Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Maintain configurations for data networks. • Install network software and hardware. • Perform basic troubleshooting of network problems utilizing network analysers and/or sniffers and other troubleshooting tools. • Deal with network related documentation (develop/update/review) and technical specifications. • Maintain network monitoring and management systems. • Monitor network security.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Good knowledge of the principles, practices and procedures related to Local and Wide Area Networks (LAN/WAN) • Good knowledge of network configurations • Network (Cisco Certified Network Associate/CCNA or equivalent) and IT Service Management/ITSM qualifications (IT Infrastructure Library/ITIL, ISO/IEC 20000 or equivalent) would be advantageous • Good knowledge of the domains of Internet-Protocol based Local and Wide Area Networks (LAN/WAN) administration, firewall administration • Good Knowledge of Firewall/VPN/loadbalancer configuration and troubleshooting (Cisco, Juniper, F5 products are a plus) • Good knowledge of network configuration and troubleshooting including but not limited to DNS, VLAN, IP routing, LAN, WAN, and Site to Site VPN • Ability to understand/write/update/review documentation and technical specifications related to network infrastructures • Ability to understand common network topologies as well as common cabling technologies and standards (fiber/copper, ethernet, etc).

2.1.22. Senior System Engineer

<i>Profile type</i>	Senior System Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • Support of mail servers and mail relays for eu-LISA core business systems (SISII and VIS). • IT support, ranging from simple desktop and peripheral support

	to complex server and network issues.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Server management, Operating System (OS) knowledge (UNIX, Linux, Windows) • Virtual servers : VMware ESX would be an asset • Administration of Backup & Storage systems (knowledge of HP backup & storage systems would be an asset) • Network infrastructure services (print server, dns, ntp, etc.) • Active Directory (AD) / LDAP Management • Email and antispam systems • Network Access Server (NAS) and Distributed file systems • Public Key Infrastructure (PKI) systems • Replication & Disaster recovery • Document management systems • Centralized deployment of software and updates • HW/SW inventory management • Software compliance monitoring and enforcement • Monitoring systems (configuration, customisation, further development), NAGIOS infrastructure monitoring software knowledge would be an asset • Centralized IT security policy management • Excellent analysis and problem solving • Prioritizing incidents, requests and changes • Experience in managing highly available environments and multiple site support • Familiar with ITIL/ITIL V3 concepts • Script development skills (php, perl, csh, etc.)

2.1.23. Junior System and Storage Engineer

<i>Profile type</i>	Junior System and Storage Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • Support of mail servers and mail relays for eu-LISA core business systems (SISII and VIS). • IT support, ranging from simple desktop and peripheral support to complex server and network issues.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience
<i>Additional needed qualification,</i>	<ul style="list-style-type: none"> • Server Administration (UNIX, Linux, Windows)

<i>knowledge and skills</i>	<ul style="list-style-type: none"> • Operating of Backup & Storage systems (knowledge of HP backup & storage systems would be an asset) • AD / LDAP basic management • NAS and Distributed file systems • Printers and printing services • Centralized deployment of software and updates • HW/SW inventory management • Software compliance monitoring and enforcement • Monitoring systems, NAGIOS infrastructure monitoring software knowledge would be an asset • End user support • Workstation OS support • Workstation applications support • Script development skills (php, perl, csh, etc.)
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2.1.24. Junior Network Operations Specialist

<i>Profile type</i>	Junior Network Operations Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Receive, investigate, troubleshoot and follow/resolve incidents, problems and service requests related to the network infrastructure • Follow-up of tickets related to network infrastructure events/incidents/problems • Ensuring impeccable daily management/operation of the network infrastructure • Participate in the reporting on the functioning of the network infrastructure
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Work experience in the daily operation of network infrastructures with high availability requirements • Knowledge of and/or work experience in the specification and development of operational processes in the IT field • Knowledge and practical experience on monitoring and ticketing systems • Network (Cisco Certified Network Associate/CCNA or equivalent) and IT Service Management/ITSM qualifications (IT Infrastructure Library/ITIL-ITIL V3, ISO/IEC 20000 or equivalent) would be advantageous • Ability to work in shifts, if needed • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in

	<p>working in a team</p> <ul style="list-style-type: none"> • Ability to participate in meetings, good communication skills
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2.1.25. *Senior Data Centre Architect*

<i>Profile type</i>	Senior Data Centre Architect
<i>Task description</i>	<ul style="list-style-type: none"> • Assist in the design, architecture, implementation, security and support of data center environments and solutions • Assist with development of future state Data Center systems and designs • Perform capacity planning (power, cooling, rack spacing) • Assist in the implementation of industry best practices for data center engagements • Act as an expert for data center projects • Execute industry best practices in data center deployments, integration, testing, and packaging of infrastructure documentation and application solutions • Maintain awareness of new and emerging technologies and the potential application on service offerings and products provided by IT
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience • Minimum 3 years of experience in building and supporting mission critical infrastructure for critical applications, running in a highly distributed manner
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience working extensively with different Original Equipment Manufacturers (OEMs) such as Cisco, Brocade, Checkpoint, IBM, EMC, HP, Bull, NetApp, and Dell in implementing Solutions for Networks, Security, Storage, Backup and Compute Infrastructure • Comprehensive knowledge and hands-on-experience related to Data Centres. • In depth knowledge of technologies related to racks, business continuity/disaster recovery. • In depth knowledge of capacity planning (power, cooling, rack spacing) practices • In depth knowledge of patching and cabling installations. • Familiar with infrastructure implementation/management, service/operations management, etc. • Experience with UNIX/Linux/Windows virtualisation and "Infrastructure As A Service" architecture • Experience facilitating meetings with multiple customers and technical staff, including building consensus and mediating compromises when necessary

	<ul style="list-style-type: none"> • Experience in project and task planning • Familiarity with various requirements gathering techniques
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2.1.26. Junior Data Centre Engineer

<i>Profile type</i>	Junior Data Centre Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • Perform cabling, patching and labelling tasks. • Perform installation/removal of equipment in racks and stock management • Update relevant documentation • Deploy and install End-User Work Space (EUWS) stations
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 1 year of relevant education after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Familiarity with data centre solutions and environments • Knowledge of cabling, patching and labelling • Knowledge related to the deployment of end-user workstations

2.1.27. Senior Network Analysis Expert

<i>Profile type</i>	Senior Network Analysis Expert
<i>Task description</i>	<ul style="list-style-type: none"> • Perform advanced troubleshooting of network problems utilizing network analysers and/or sniffers and other troubleshooting tools • Perform log file analysis, analysis of traces and dumps
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Advanced knowledge of the TCP/IP protocol suite • Advanced knowledge of network encryption • Network professional certification at the level of Cisco Certified Internetwork Expert/CCIE or equivalent • Advanced/In depth knowledge of network configurations • Advanced/In depth knowledge of the domains of Internet-Protocol based Local and Wide Area Networks (LAN/WAN) administration, firewall administration • Advanced/In depth knowledge of firewall/VPN configuration and troubleshooting (Cisco, Stonegate products are a plus) • Advanced/In depth knowledge of network configuration and troubleshooting including but not limited to DNS, VLAN, IP routing, LAN, WAN, and Site to Site VPN • Advanced/In depth knowledge of network security and monitoring and management of network security devices

	<ul style="list-style-type: none"> • Advanced/In depth knowledge of encryption at network layer and encryption protocols (SSL/TLS, IPSEC, etc.) • Advanced/In depth knowledge of the concepts related to loadbalancing, firewalls, switches (L2/L3), redundancy, IP addressing
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2.1.28. Senior Biometrics Analyst

<i>Profile type</i>	Senior Biometrics Analyst
<i>Task description</i>	<ul style="list-style-type: none"> • Provide subject matter expertise on biometric matching operations, workflows and staffing issues for a proposed program in support of international security • Collaborate on project development as a biometric/technical AFIS operations subject matter expert. Evaluation and reporting of biometric workflows, efficiencies, and quality control issues enabling the documentation of improved workflows and methodologies • Participate in the development of a written technical proposal and supporting documents • Support the operations helping in investigating false rejection and false acceptance cases and follow-up of the issues with the vendors
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • 9 years of professional experience in IT, including 5 years using Cogent, Morpho or equivalent Automated Fingerprint Identification System (AFIS) technology • 3 or more of the above years experience in biometric workflow and/or technical operations with AFIS/biometric systems supporting border control
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in imaging processing of flat, rolled tenprint and latent fingerprints using Automatic Fingerprint Identification Systems • Familiarity and understanding of fingerprint and facial matching algorithms and database management concepts highly desired

2.1.29. Junior Biometrics Analyst

<i>Profile type</i>	Junior Biometrics Analyst
<i>Task description</i>	<ul style="list-style-type: none"> • Provide subject matter expertise on biometric matching operations, workflows and staffing issues for a proposed program in support of international security • Collaborate on project development as a biometric/technical AFIS operations subject matter expert. Evaluation and reporting of biometric workflows, efficiencies, and quality control issues enabling the documentation of improved

	<p>workflows and methodologies</p> <ul style="list-style-type: none"> • Participate in the development of a written technical proposal and supporting documents • support the operations helping in investigating false rejection and false acceptance cases and follow-up of the issues with the vendors
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • 4 years of professional experience in IT, including 2 years using Cogent, Morpho or equivalent AFIS technology • 1 or more of the above years experience in biometric workflow and/or technical operations with AFIS/biometric systems supporting border control
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in image processing of flat, rolled tenprint and latent fingerprints using Automatic Fingerprint Identification Systems • Familiarity and understanding of fingerprint and facial matching algorithms and database management concepts highly desired

2.1.30. Service Reporting Specialist

<i>Profile type</i>	Service Reporting Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Responsible for all SLA operational reporting related to of the client delivery requirements. <p>Reporting Analyst responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Responsible for all SLA operational reporting related to of the client delivery requirements • Working with various teams across the organization to collect, collate and deliver the reports on time • Initiate contact with team members to obtain missing information required to meet reporting requirements within the contracted timeframe • Drive automation and specify system needs (IT and Business) to improve the reporting process • Ensure audit readiness of all SLA documents by performing periodic internal audits • Perform root cause analysis to in case of escalations and take steps to improve the robustness of the reporting process • Analyse incoming requests, determine the appropriate course of action, and ensure problem resolution • Respond to relevant ad-hoc Client questions and completing Client requests • Use computer-based tools to post documentation as well as ensure accurate historical information is retained and

	problem/question is accurately documented
<i>Education</i>	<ul style="list-style-type: none"> Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> Minimum 6 years of IT professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> ITIL/ITIL V3 Foundation certification Strong understanding of Operational processes and best practices for large IT environments Understanding of service level reporting management originating from various data sources Business logic scripting, creating alerts, creating scripting to manage and collect data from data sources Create contracts, metrics and contact modelling Be able to calculate Service Level Metrics against defined and agreed upon targets as defined in service level contracts Compare data, develop reports and customize dashboards Importing Configuration Management Database (CMDB) and other Database services into Service Level Agreement (SLA) reporting tool Database SQL query skills to manage and collect data from various relation database sources In depth knowledge of relational database systems (RDBMS) In depth knowledge of SQL Good knowledge of programming languages Good knowledge of the design and development of web and multi-tier web applications Good knowledge of modelling tools (e.g. UML) Good knowledge of business service reporting tools (e.g. CA Oblicore/BSI) Ability to cope with fast changing technologies used in application developments

2.1.31. Senior Solution Architect

<i>Profile type</i>	Senior Solution Architect
<i>Task description</i>	<ul style="list-style-type: none"> Design the Service Oriented Architecture (SOA) tier Participate in design sessions with project staff as required Build business processes to support orchestration of web services Work with SOA development team to implement SOA components Participate in team reviews of design artifacts and code, make changes as required, and recommend alternative solutions where appropriate

	<ul style="list-style-type: none"> • Design, code, unit test, system test, performance test, debug, implement, and support application systems either through new development of systems, enhancement of existing systems, or 3rd party products • Work with technical and functional teams to ensure effective delivery of systems • Use software development methodologies and standards as defined by organization to effectively code and deliver systems • Work with technical teams within group as well as outside group to ensure effective delivery • Follow established processes for configuration and release management to ensure that all project artifacts are managed, integrated, and versioned according to standards.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of IT professional experience, of which • 5 years experience in SOA Platform Architecture and Development, including 2 years working with Oracle database
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Strong problem solving skills and knowledge of WebLogic suite 11g • Experience with Linux, UNIX or AIX Enterprise environment • Strong understanding of Service Oriented Architectures • Strong background in systems architecture and relevant technologies, including portal technologies, middleware technologies, and J2EE • Strong skills in Services Design Best Practices, Service Performance Monitoring, Service Performance Tuning, Service Interface Specifications • Strong Object Oriented skills using open architecture standards as well as best practices, design principles, and techniques with regards to: BPEL, UML, WSDL, JDBC, SQL, XML/XSL, SOAP, WebServices • WebServices Manager experience • Significant knowledge and experience designing and developing Enterprise Service Bus/SOA/Integration Tier Architecture (BPEL/Business Process Orchestration, WebServices, J2EE) • Knowledge of SOA Design patterns for building middleware systems ground up using Message Routing, Content Enrichment, Message Filtering, Message Transformation, Guaranteed delivery, Message sequencing, Batch message processing, error handling and reconciliation mechanisms • Security, Logging, Auditing, Policy Management and Performance Monitoring and KPI for end-to-end process execution • Expertise in interoperability standards and methods

2.1.32. *Information Security Management Expert*

<i>Profile type</i>	Information Security Management Expert
<i>Task description</i>	<ul style="list-style-type: none"> • Supports the Agency's Security Officers in the management of information security and business continuity across organizational business processes and information systems • Develop security controls in the context of the agency's information security framework. Expected also to perform the following tasks: • Perform risk assessments • Develop Information Security Management System (ISMS) procedures • Develop conceptual, logical and physical security models as appropriate. • Draft security policies, standards, procedures and guidelines in accordance with ISO27001 • Development of security plans and documentation (e.g. risk treatment plans, security test plans) • Development of business continuity and disaster recovery plans. • Perform security assessments and audits • Perform ISMS control audits • Perform ISMS gap assessments • Design security controls in accordance with agency information security policies and standards • Provide assistance in formal accreditation process for information systems handling EU sensitive and classified information.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of general IT professional experience, of which • Minimum 3 years of relevant professional experience in Information Security Management
<i>Additional needed qualification, knowledge and skills</i>	<p>Good knowledge of/in:</p> <ul style="list-style-type: none"> • ISO27001 implementation, operation and management • Relevant standards and good practice in information security management • Information risk management • Common security risk scenarios, threats and vulnerabilities • Governance, Risk & Compliance (GRC) practices and controls • ISO27001 security control audits and assessments

	<ul style="list-style-type: none"> Developing security policies, standards and guidelines in accordance with ISO27001 and EU security policies and standards Design, implementation and assessments of good practice security control frameworks such as SANS Top 20 Critical Controls, OWASP Application Security Verification Standard, COBIT 5.0 Secure development processes (Security and Privacy design) <p>Implementation of EU data protection principles in information system design and processes</p> <p>This profile is expected to possess one or more of the following qualifications:</p> <ul style="list-style-type: none"> Certified Information Systems Security Professional (CISSP) Certified Information Security Manager (CISM) Certified Information Systems Auditor (CISA) ITIL/ITIL V3 BSI ISO27001 Lead Auditor Qualification
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2.1.33. Junior Business and IT Consultant

<i>Profile type</i>	Junior Business and IT Consultant
<i>Task description</i>	<ul style="list-style-type: none"> Provide consultancy support and conduct studies on technical, as well as strategic issues, regarding information systems and IT processes
<i>Education</i>	<ul style="list-style-type: none"> Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> At least 4 years experience in Information and Communication Technologies (ICT) including 3 years in consultancy among which 2 years in relevant requested domain(s) (e.g. consultancy in governance and management, hardware and software, telecommunication, information systems, service-oriented architectures, etc.)
<i>Additional needed qualification, knowledge and skills</i>	<p>Desirable experience in specific cases:</p> <ul style="list-style-type: none"> Business continuity management processes including Business Impact Analysis (BIA), risk assessment, Business Continuity Planning (BCP), business continuity testing, exercising and testing Business continuity and disaster recovery planning techniques and technologies Certified or Member-grade of membership of the Business Continuity Institute (BCI) or equivalent BSI ISO22301 Lead Auditor Qualification Ability to actively participate in meetings, good communicator Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working are mandatory

	<ul style="list-style-type: none"> • Capability to provide recommendations on improving the structure and efficiency of an organisation's IT systems • Capability of working independently, as well as in teams • Client orientation.
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2.1.34. Senior Business and IT Consultant

<i>Profile type</i>	Senior Business and IT Consultant
<i>Task description</i>	<ul style="list-style-type: none"> • Provide senior consultancy support and conduct studies on technical, as well as strategic issues, regarding information systems and IT processes • Provide tactical as well as strategic direction setting
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • At least 9 years experience in Information and Communication Technologies (ICT) including 6 years in consultancy among which 3 years in relevant requested domain(s) (e.g. consultancy in governance and management, hardware and software, telecommunication, information systems, service oriented architectures, etc.)
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Business continuity management processes including Business Impact Analysis (BIA), risk assessment, Business Continuity Planning (BCP), business continuity testing, exercising and testing • Business continuity and disaster recovery planning techniques and technologies • Certified or Member-grade of membership of the Business Continuity Institute (BCI) or equivalent • BSI ISO22301 Lead Auditor Qualification • Ability to actively participate in meetings, good communicator • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working are mandatory • Experience in carrying out high-level management studies • Capability to provide recommendations on improving the structure and efficiency of an organisation's IT systems. • Ability to provide strategic guidance with regard to technology, IT infrastructures and the enablement of major business processes through enhancements to IT • Capability of working independently, as well as in teams • Client orientation.

2.1.35. IT Security Specialist

<i>Profile type</i>	IT Security Specialist
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<i>Task description</i>	<ul style="list-style-type: none"> • Define security configuration and operations standards for security systems and applications, including policy assessment and compliance tools, network security appliances, and host-based security systems • Develop and validate baseline security configurations for operating systems, applications, and networking and telecommunications equipment • Perform internal and external technical control and vulnerability assessments to identify control weaknesses and assess the effectiveness of existing controls, and recommend remedial action • Perform source code reviews • Perform network and application penetration testing (Black box, Grey box and White box) • Defining detailed security architecture • Performing technical security audits • Perform log analysis and security monitoring • Perform IT infrastructure/ Application Security configuration reviews • Design and implement technical security mechanisms and technologies • Design and develop technical security standards and procedures
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience in IT Security
<i>Additional needed qualification, knowledge and skills</i>	<p>Expected to possess advanced knowledge of/in:</p> <ul style="list-style-type: none"> • Security best practice guidelines (ISO 27001, NIST, SANS Top 20 OWASP, etc) • Good practice in the secure configuration of servers, network devices and applications • Networking protocols and application communications • Network analysis tools • Securing Unix and Windows operating systems • Securing middleware and applications. • Network penetration testing • Web application penetration testing • Vulnerability assessments • Forensic image collection and analysis • Managing/deploying the following security technologies: Firewalls; IDS/IPS - Intrusion detection/Prevention Systems, SIEM – Security information and event management; IAM – Identity and access management; APT – Advanced Persistent

	<p>threat detection; DLP – Data loss prevention; VA – Vulnerability Analysis and mitigation; PKI – Public key infrastructure; Virtual environments; Endpoint security; Mobile security; Communications and data encryption ; Remote access methods; Backup and disaster recovery methodologies; Patch management technologies and processes; Wireless protocols and services</p> <ul style="list-style-type: none"> • Open Web Application Security Protocol (OWASP) and secure software development standards • Performing security code reviews. • Linux administration, TCP/IP, Network Security. • Security configuration reviews of IT Infrastructure and security devices, OS, Databases etc. <p>Expected to possess one or more of the following qualifications:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional with Information Systems Security Architecture Professional concentration (CISSP-ISSAP) • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • OSCP, OSCE, GPEN, CEH, CCNA, CCNP
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2.1.36. Security Architect

<i>Profile type</i>	Security Architect
<i>Task description</i>	<ul style="list-style-type: none"> • Supports the Agency's Security Officers in developing and maintaining the security architecture of the agency in collaboration with the Enterprise Architect. The profile will be expected to perform the following tasks: Create and manage security standards, design patterns, and reference architectures • Analyse and define security requirements for networks, corporate applications/systems , end user computing, mobility, and data center technologies and solutions • Develop and maintain the organizational security control framework; • Ensure that IT Security controls meet the requirements of all regulatory requirements or contractual requirements • Work with the Security Officer and IT teams to ensure that implemented security technologies are integrated and fully utilized as intended in the protection of agency information systems. • Monitoring and analysing trends in IT Security • Develop strategic and detailed technical roadmaps of the enterprise security environments and the associated technologies required to deliver these solutions on a global basis.

	<ul style="list-style-type: none"> • Develop the business, information and technical artifacts that constitute the enterprise information security architecture and solutions. • Researches, evaluates, designs, tests, recommends and plans the implementation of new or updated information security technologies.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience in IT security • Minimum 4 years of professional experience in security architecture
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Expected to possess advanced knowledge of/in: Core domains of IT Infrastructure such as Data Networks, Server and Desktop hardware and Operating Systems, Messaging, Collaboration, Storage and Backups, and related monitoring and management systems. • Security-specific architecture methodology • Security architecture models, security strategy development, and compliance management. • Mobile Architecture, Network and Application Security and/or Data protection • Secure development processes. • Application Security Vulnerabilities such as OWASP Top 10, CWE/SANS Top 25 and remediation approaches • Cybersecurity control good practice such as the SANS Top 20 Critical Controls. • IT audit/assessment frameworks: ISO-standards; NIST, CobiT and Industry standard application development methodologies • Enterprise authentication authorization and identity management schemes (Active directory, LDAP, etc.) • Technical security controls such as firewalls, IDS/IPS, Vulnerability Management, web application firewalls, security gateways, WiFi, Mobile security, DLP, public key infrastructure, Encryption and Authentication techniques, • Relational Databases, Middleware Applications, Collaboration and Document management solutions. • XML, Web Services and SOAP protocols, both in client and server as well as dynamic languages such as Objective-C, VBScript, JavaScript • Network and web related protocols (TCP/IP, UDP, IPSEC, HTTP, HTTPS, SMTP, SNMP, ICAP, etc.) <p>Expected to possess one or more of the following qualifications:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional with Information Systems Security Architecture Professional

	concentration (CISSP-ISSAP) <ul style="list-style-type: none"> • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • TOGAF certification • Other similar credentials
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2.1.37. Senior IT Lawyer

<i>Profile type</i>	Senior IT Lawyer
<i>Task description</i>	<ul style="list-style-type: none"> • Legal advice and legal assistance in any area associated with the procurement, provision, delivery, maintenance or effective use of information systems and their environments and IPR
<i>Education</i>	<ul style="list-style-type: none"> • University degree in law
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of experience in IT law
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Knowledge and proven skills regarding contract management and large-scale IT system projects • Good knowledge in Data Protection matters, including Privacy by Design • Good knowledge in Intellectual Property Rights

2.1.38. Web Interface Designer

<i>Profile type</i>	Web Interface Designer
<i>Task description</i>	<ul style="list-style-type: none"> • Analysis of the user interface requirements • Review of usability requirements • User interface design specifications • Design of user interfaces • Visual prototype • Evaluation of user interfaces • Elaborate navigation mapping design
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	Minimum 6 years of relevant professional experience with user requirements / graphical design
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in web interface design • Good knowledge of user interface ergonomics • Knowledge of design and graphical tools • Knowledge of web technologies and standards • Strong capacity in writing and presenting studies • Ability to participate in multi-lingual meetings, excellent communicator

	<ul style="list-style-type: none"> • Capability of working in an international/ multicultural environment
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2.1.39. Application Developer

<i>Profile type</i>	Application Developer
<i>Task description</i>	<ul style="list-style-type: none"> • Development and maintenance of software applications • Development and integration of technological components • Implementation of user requirements. • Prototyping • Elaboration of test programs • Integration with other applications • Writing of technical documentation • Assistance with deployment and configuration of the system • Participation in meetings with the project teams
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 4 years of IT professional experience • 3 years experience in application programming
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Good knowledge of Java programming language • Knowledge of other programming environments (eg .NET)/ script languages is an asset • Experience in application administration

2.2. Lot 2 ICT support for Tallinn

2.2.1. Intermediate SharePoint ECM Specialist

<i>Profile type</i>	Junior SharePoint ECM Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Manage the web-based Enterprise Content Management (ECM) and collaboration resources used by staff and stakeholders • Create and maintain SharePoint site collections with multiple sites, unique navigational elements, custom content types and site columns, site pages, web part pages, workflows, retention policies, and governance policies • Work with staff and key stakeholders to define the high level solution to be delivered • Monitor and report on usage as well as perform security audits of the systems • Implement the final design (i.e. "look-and-feel") of the User Interface (UI) collaborating with communication staff

	<ul style="list-style-type: none"> Coordinates technical reviews ensuring that the application UI meets usability, functional, and client's UI guidelines and standards Collaborate with governance/oversight group to align with corporate strategy Provide training and act as a "point of contact" for web related questions and requests Produce and maintain procedural documentation
<i>Education</i>	<ul style="list-style-type: none"> Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> Minimum 6 years of IT professional experience Minimum 4 years experience in web site management 4 years of web page design and development experience 3 years of IT/System and/or web design/development experience. Two years of SharePoint development experience. One year of SharePoint architectural design experience on an enterprise implementation 2 years of Microsoft administration experience on Windows operating systems. Scripting and/or Microsoft .NET development experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> Experience in web site support Microsoft SharePoint certification or equivalent experience Good understanding of SharePoint and the different out of the box web parts and their functionality, InfoPath Form Services and SharePoint Designer Demonstrated experience translating a final design into a finished SharePoint web presence Knowledge of information management technologies and platforms especially SharePoint 2010 Experience with web design tools

2.2.2. Senior Network Specialist

<i>Profile type</i>	Senior Network Specialist
<i>Task description</i>	<ul style="list-style-type: none"> Construct and maintain configurations for data networks Design, test and install network software and hardware Perform troubleshooting of network problems utilizing network analysers and/or sniffers and other troubleshooting tools Deal with network related documentation (develop/update/review) and technical specifications Configure and implement network monitoring and management systems Implement and monitor network security

	<ul style="list-style-type: none"> • Plan network capacity/estimate network utilisation • Analyse current network software and propose modifications and new software according to best practice standards and procedures • Engage with vendors offering network related services and equipment
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience, preferably in the following fields: <ul style="list-style-type: none"> – DNS and IP administration – LAN protocols (Spanning Tree Protocol and/or VLAN trunking) – TCP/IP, RIP, OSPF, BGP and/or EIGRP – WAN network topologies and hardware (CSU/DSU, Private Line, DSL) – Network Management tools
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Advanced/In depth knowledge of the principles, practices and procedures related to Local and Wide Area Networks (LAN/WAN) • Advanced/In depth knowledge of network configurations • Advanced/In depth knowledge of the domains of Internet-Protocol based Local and Wide Area Networks (LAN/WAN) administration, firewall administration • Advanced/In depth knowledge of Firewall/VPN/loadbalancer configuration and troubleshooting (Cisco, Stonegate, F5 products are a plus) • Advanced/In depth knowledge of network configuration and troubleshooting including but not limited to DNS, VLAN, IP routing, LAN, WAN, and Site to Site VPN • Ability to perform network capacity planning • Very good knowledge of network security and monitoring and management of network security devices • Very good knowledge of encryption at network layer and encryption protocols (SSL/TLS, IPSEC, etc.) • In depth knowledge of the concepts related to load balancing, firewalls, switches (L2/L3), redundancy, IP addressing • In depth knowledge of network devices installation/deployment/backup and recovery of configuration • Ability to understand/write/update/review documentation and technical specifications related to network infrastructures • In depth knowledge of network design, network capacity planning, network evolutions, network monitoring • Ability to understand common network topologies as well as common cabling technologies and standards (fiber/copper,

	<p>ethernet, etc.)</p> <ul style="list-style-type: none"> • Network (Cisco Certified Network Professional/CCNP or equivalent) and IT Service Management/ITSM qualifications (IT Infrastructure Library/ITIL, ISO/IEC 20000 or equivalent) would be advantageous • Ability to cope with fast changing technologies used in network infrastructures and network design • Ability to actively participate in meetings, very good communication/presentation skills • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in working in a team
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2.2.3. Senior System Engineer

<i>Profile type</i>	Senior System Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • Support of mail servers and mail relays for eu-LISA core business systems (SISII and VIS) • IT support, ranging from simple desktop and peripheral support to complex server and network issues
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Server management, OS knowledge (UNIX, Linux, Windows) • Virtual servers : ESX would be an asset • Administration of Backup & Storage systems (knowledge of HP backup & storage systems would be an asset) • Network infrastructure services (print server, dns, ntp, etc.) • AD / LDAP Management • Email and antispam systems • NAS and Distributed file systems • PKI systems • Replication & Disaster recovery • Document management systems • Centralized deployment of software and updates • HW/SW inventory management • Software compliance monitoring and enforcement • Monitoring systems (configuration, customisation, further development), NAGIOS would be an asset • Centralized IT security policy management • Excellent analysis and problem solving • Prioritizing incidents, requests and changes

	<ul style="list-style-type: none"> • Experience in managing highly available environments and multiple site support • Familiar with ITIL concepts • Script development skills (php, perl, csh, etc.)
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2.2.4. Senior System and Storage Engineer

<i>Profile type</i>	Senior System and Storage Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • IT support, ranging from simple desktop and peripheral support to complex server and network issues.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional expertise
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Server Administration (UNIX, Linux, Windows) • Operating of Backup & Storage systems (knowledge of HP backup & storage systems would be an asset) • AD / LDAP basic management • NAS and Distributed file systems • Printers and printing services • Centralized deployment of software and updates • HW/SW inventory management • Software compliance monitoring and enforcement • Monitoring systems, NAGIOS would be an asset • End user support • Workstation OS support • Workstation applications support • Script development skills (php, perl, csh, etc.)

2.2.5. Senior Network Operations Specialist

<i>Profile type</i>	Senior Network Operations Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Receive, investigate, troubleshoot and follow/resolve incidents, problems and service requests related to the network infrastructure • Follow-up of tickets related to network infrastructure events/incidents/problems • Ensure impeccable daily management/operation of the network infrastructure • Participate in the reporting on the functioning of the network infrastructure
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school

<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Work experience in the daily operation of network infrastructures with high availability requirements • Knowledge of and/or work experience in the specification and development of operational processes in the IT field • Knowledge and practical experience on monitoring and ticketing systems • Network (Cisco Certified Network Associate/CCNA or equivalent) and IT Service Management/ITSM qualifications (IT Infrastructure Library/ITIL, ISO/IEC 20000 or equivalent) would be advantageous • Ability to work in shifts, if needed • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in working in a team • Ability to participate in meetings, good communication skills

2.2.6. Senior Network Analysis Expert

<i>Profile type</i>	Senior Network Analysis Expert
<i>Task description</i>	<ul style="list-style-type: none"> • Perform advanced troubleshooting of network problems utilizing network analysers and/or sniffers and other troubleshooting tools • Perform log file analysis, analysis of traces and dumps
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Advanced knowledge of the TCP/IP protocol suite • Advanced knowledge of network encryption • Network professional certification at the level of Cisco Certified Internetwork Expert/CCIE or equivalent • Advanced/In depth knowledge of network configurations • Advanced/In depth knowledge of the domains of Internet-Protocol based Local and Wide Area Networks (LAN/WAN) administration, firewall administration • Advanced/In depth knowledge of firewall/VPN configuration and troubleshooting (Cisco, Stonegate products are a plus) • Advanced/In depth knowledge of network configuration and troubleshooting including but not limited to DNS, VLAN, IP routing, LAN, WAN, and Site to Site VPN • Advanced/In depth knowledge of network security and monitoring and management of network security devices • Advanced/In depth knowledge of encryption at network layer and encryption protocols (SSL/TLS, IPSEC, etc.)

	<ul style="list-style-type: none"> Advanced/In depth knowledge of the concepts related to loadbalancing, firewalls, switches (L2/L3), redundancy, IP addressing
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2.2.7. *Web Interface Designer*

<i>Profile type</i>	Web Interface Designer
<i>Task description</i>	<ul style="list-style-type: none"> Analysis of the user interface requirements Review of usability requirements User interface design specifications Design of user interfaces Visual prototype Evaluation of user interfaces Elaborate navigation mapping design
<i>Education</i>	<ul style="list-style-type: none"> Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> Minimum 6 years of relevant professional experience with user requirements or graphical design
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> Experience in web interface design Good knowledge of user interface ergonomics Knowledge of design and graphical tools Knowledge of web technologies and standards Strong capacity in writing and presenting studies Ability to participate in multi-lingual meetings, excellent communicator Capability of working in an international/ multicultural environment

2.2.8. *Web Interface Designer/ Developer*

<i>Profile type</i>	Web Interface Designer/ Developer
<i>Task description</i>	<ul style="list-style-type: none"> Analysis of the user interface requirements User interface design specifications Design and development of user interfaces Elaborate navigation mapping design
<i>Education</i>	<ul style="list-style-type: none"> Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> Minimum 6 years of relevant professional experience with user requirements or graphical design Minimum 3 years experience with graphical interface design, or web tools technologies and standards (e.g. HTML, XML, Flash).

<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Good knowledge of user interface ergonomics • Knowledge of design and graphical tools • Knowledge of web technologies and standards • Strong capacity in writing and presenting studies
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2.2.9. Webmaster

<i>Profile type</i>	Webmaster
<i>Task description</i>	<ul style="list-style-type: none"> • Creation of a detailed site topology • Staging of web sites • Installation and support of web sites • Creation and management of wiki or collaborative sites • Ensure coherence of the logical and physical structure of web sites, web pages and of navigation methods
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience • Minimum 3 years of experience in web site management and support • Minimum 3 years expertise in tools used for web sites management or support
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Good knowledge of web environment • Good knowledge of wiki, collaborative sites and social networks • Proven conceptual understanding of content structuring, storage, access and presentation elements • Ability to participate in multi-lingual meetings, ease of communication (fluency in English is a must, in French is preferable) • Capability of working in team • Able to cope with the fast changing technologies used in web site management • Able to cope with the needs of multi-language site deployment.

2.2.10. Intermediate IT Support Specialist

<i>Profile type</i>	Intermediate IT Support Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Desktop and peripheral IT support
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience
<i>Additional needed</i>	<ul style="list-style-type: none"> • AD / LDAP basic management

<i>qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • HW/SW inventory management • Printers and printing services • Excellent analysis and problem solving • Prioritizing incidents, requests and changes • Familiar with ITIL concepts • End user support • Workstation and mobile device OS, application and simple hardware support • IP-telephony system support • LAN cabling and patching
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2.2.11. Business Analyst

<i>Profile type</i>	Business Analyst
<i>Task description</i>	<ul style="list-style-type: none"> • Analysis of Business requirements • Business model analysis • Process analysis • Assistance in Vision documents • Business processes modelling • Functional requirements and business cases analysis • Risk analysis
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience • Minimum 3 years experience in business process analysis • Minimum 3 years experience in modelling tools • (Desirable) Minimum a total of 3 years of experience with one or more of the following: business analysis tools (e.g. Aris), modelling tools (e.g. UML) or software development process frameworks/ methodologies (e.g. RUP)
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in IS consulting and studies • Proven experience with quality and security procedures • In depth knowledge of information systems matters • In depth knowledge of large organization administrative business processes. • In depth knowledge of modelling tools • Knowledge of business analysis tools • Knowledge of software development process frameworks/methodologies (e.g. RUP) • Strong capacity in preparing and writing reports

	<ul style="list-style-type: none"> • Strong capacity to give high level presentations. • Ability to apply high quality standards • Ability to participate in multi-lingual meetings, excellent communicator. • Capability of working in an international/ multicultural environment
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2.2.12. Quality Consultant

<i>Profile type</i>	Quality Consultant
<i>Task description</i>	<ul style="list-style-type: none"> • Elaboration and maintenance of IS quality control procedures • Provision of quality plans and service level agreements • IS Quality control and evaluation • Provision of quality studies, quality assessments or other quality matters associated with information system projects • Definition, elaboration and management of quality tests • Advice on quality improvements • Assistance in the implementation of project management methodology • Risk analysis
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant IT professional experience • (Desirable) Minimum a total of 3 years in one or more of the following areas: Quality Assurance, Quality Control, testing methodologies or tools , or with quality standards
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Strong experience in IT Quality Assurance and Quality Control • Proven experience with quality procedures (e.g. ISO 10006:2003) • Knowledge of ISO 9000 quality standards • Knowledge of testing standards (e.g. ISO 17015), methodologies and tools • In-depth knowledge of IS quality assurance and quality control • In-depth experience with quality procedures • Good knowledge of the CMMI (Capability Maturity Model Integration) • Good knowledge of testing methodologies and tools • Good knowledge of information systems lifecycle • Good knowledge in IT consulting matters • Knowledge of software development methodologies (e.g. RUP) • Strong capacity in preparing and writing studies

	<ul style="list-style-type: none"> • Strong capacity to give high level presentations • Ability to apply high quality standards • Ability to participate in multi-lingual meetings, excellent communicator • Capability of working in an international/ multicultural environment
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2.2.13. Project Manager

<i>Profile type</i>	Project Manager
<i>Task description</i>	<ul style="list-style-type: none"> • Manage the implementation of IT projects to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality • Manage and deliver highly complex IT projects in accordance with Project Management Office (PMO) standards • Understand project goals and objectives, and ensure that projects are setup to achieve these goals • Define and manage the scope, schedule, budget and plan for projects throughout the lifecycle • Define communications plans and maintain excellent overall communications throughout the project • Proactively identify and manage all significant issues and risks and escalate as necessary • Report and communicate project status to the PM Staff Manager, Portfolio Management team, executives and other project stakeholders • Assure that the project management process effectiveness is consistently managed. This involves providing an advisory service to project managers and project teams throughout the delivery lifecycle to drive best practice and professionalism in approach • Support/Coach Project Managers, Business Analysts, Developers, and other project team members in implementing and improving applicable project management standards & Methods within the context of their environment, objectives and priorities
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience, of which • Minimum 4 years of experience with a project management methodology (e.g. Prince2)
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience as a project Manager, Programme Manager or Project Management Officer (PMO) within a structured project environment. • IT project management and development lifecycle integration

	<p>and implementation, (with Good understanding of Prince2 and PMI principles)</p> <ul style="list-style-type: none"> • Service management/Delivery Experience/Understanding. • Production Support Experience/understanding • Experience of industry-standard IT Governance practices and standards. • Advanced Knowledge of Microsoft applications including MS project, MS Excel and MS Visio. • IT Performance management / Metrics expertise • Knowledge of organisational Change and process improvement methodologies e.g. Lean Six Sigma Black Belt. • Knowledge of Agile/Scrum e.g. ScrumMaster Experience in process assessment using methodologies like CMMi, Cobit, P2MM • Project/Programme management and implementation of project tools
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2.2.14. Solution Architect

<i>Profile type</i>	Solution Architect
<i>Task description</i>	<ul style="list-style-type: none"> • Design the Service Oriented Architecture (SOA) tier • Participate in design sessions with project staff as required • Build business processes to support orchestration of web services • Work with SOA development team to implement SOA components • Participate in team reviews of design artifacts and code, make changes as required, and recommend alternative solutions where appropriate • Design, code, unit test, system test, performance test, debug, implement, and support application systems either through new development of systems, enhancement of existing systems, or 3rd party products • Work with technical and functional teams to ensure effective delivery of systems • Use software development methodologies and standards as defined by organization to effectively code and deliver systems • Work with technical teams within group as well as outside group to ensure effective delivery • Follow established processes for configuration and release management to ensure that all project artifacts are managed, integrated, and versioned according to standards.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 5 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 7 years of IT professional experience, of which

	<ul style="list-style-type: none"> Minimum 4 years experience in Service Oriented Architecture (SOA) Platform Architecture and Development, including 2 years working with Oracle database
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> Strong problem solving skills and knowledge of WebLogic suite 11g Experience with Linux, UNIX or AIX Enterprise environment Strong understanding of Service Oriented Architectures Strong background in systems architecture and relevant technologies, including portal technologies, middleware technologies, and J2EE Strong skills in Services Design Best Practices, Service Performance Monitoring, Service Performance Tuning, Service Interface Specifications Strong Object Oriented skills using open architecture standards as well as best practices, design principles, and techniques with regards to: BPEL, UML, WSDL, JDBC, SQL, XML/XSL, SOAP, WebServices WebServices Manager experience Significant knowledge and experience designing and developing Enterprise Service Bus/SOA/Integration Tier Architecture (BPEL/Business Process Orchestration, WebServices, J2EE) Knowledge of SOA Design patterns for building middleware systems ground up using Message Routing, Content Enrichment, Message Filtering, Message Transformation, Guaranteed delivery, Message sequencing, Batch message processing, error handling and reconciliation mechanisms Security, Logging, Auditing, Policy Management and Performance Monitoring and KPI for end-to-end process execution Expertise in interoperability standards and methods

2.2.15. Application Developer

<i>Profile type</i>	Application Developer
<i>Task description</i>	<ul style="list-style-type: none"> Development and maintenance of software applications Development and integration of technological components Implementation of user requirements. Prototyping Elaboration of test programs Integration with other applications Writing of technical documentation Assistance with deployment and configuration of the system Participation in meetings with the project teams

<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience • 4 years' experience in Java programming including 2 years working with Oracle and/or MS SQL database.
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Good knowledge of Java programming language • Knowledge of POI and Jasperreports software packages

2.2.16. Database Administrator

<i>Profile type</i>	Database Administrator
<i>Task description</i>	<ul style="list-style-type: none"> • Database installation, configuration and administration • Database monitoring and tuning • Application installation, configuration and management • Monitoring of application usage and performance • Access management • Writing of database or application procedures manuals, including disaster recovery plans • Database / application incident management • Coordination of database and application support
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 4 years of IT professional experience • Minimum 2 years' experience in database or application management
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in DB support • In-depth knowledge of DBMS administration • Good knowledge of ORACLE DBMS • Good knowledge of sql and particularly pl-sql • Experience with ITIL • Experience in user support • Knowledge of operating systems (e.g. Windows, Unix, Linux) • Ability to participate in multi-lingual meetings, ease of communication • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in working in team. • Able to cope with the fast changing technologies

2.2.17. Information Security Management Expert

<i>Profile type</i>	Information Security Management Expert
<i>Task description</i>	<ul style="list-style-type: none"> • Support the Agency's Security Officers in the management of information security and business continuity across organizational business processes and information systems. • Develop security controls in the context of the agency's information security framework. <p>Expected to perform the following tasks:</p> <ul style="list-style-type: none"> • Perform risk assessments • Develop Information Security Management System (ISMS) procedures • Develop conceptual, logical and physical security models as appropriate. • Draft security policies, standards, procedures and guidelines in accordance with ISO27001 • Development of security plans and documentation (e.g. risk treatment plans, security test plans) • Development of business continuity and disaster recovery plans. • Perform security assessments and audits • Perform ISMS control audits • Perform ISMS gap assessments • Design security controls in accordance with agency information security policies and standards • Assistance in formal accreditation process for information systems handling EU sensitive and classified information.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • •Minimum 6 years of general IT professional experience, of which • Minimum 3 years of relevant professional experience in Information Security Management
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • This profile is expected to possess good knowledge of/in: • ISO27001 implementation, operation and management • Relevant standards and good practice in information security management • Information risk management • Common security risk scenarios, threats and vulnerabilities • Governance, Risk & Compliance (GRC) practices and controls • ISO27001 security control audits and assessments • Developing security policies, standards and guidelines in accordance with ISO27001 and EU security policies and

	<p>standards</p> <ul style="list-style-type: none"> • Design, implementation and assessments of good practice security control frameworks such as SANS Top 20 Critical Controls, OWASP Application Security Verification Standard, COBIT 5.0. • Secure development processes (Security and Privacy design) • Implementation of EU data protection principles in information system design and processes <p>Expected to possess one or more of the following qualifications:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional (CISSP) • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • ITIL • BSI ISO27001 Lead Auditor Qualification.
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2.2.18. Security Architect

<i>Profile type</i>	Security Architect
<i>Task description</i>	<ul style="list-style-type: none"> • This profile supports the Agency's Security Officers in developing and maintaining the security architecture of the agency in collaboration with the Enterprise Architect <p>The profile will be expected to perform the following tasks:</p> <ul style="list-style-type: none"> • Create and manage security standards, design patterns, and reference architectures • Analyse and define security requirements for networks, corporate applications/systems, end user computing, mobility, and data center technologies and solutions • Develop and maintain the organizational security control framework; • Ensure that IT Security controls meet the requirements of all regulatory requirements or contractual requirements • Work with the Security Officer and IT teams to ensure that implemented security technologies are integrated and fully utilized as intended in the protection of agency information systems. • Monitoring and analysing trends in IT Security • Develop strategic and detailed technical roadmaps of the enterprise security environments and the associated technologies required to deliver these solutions on a global basis. • Develop the business, information and technical artifacts that constitute the enterprise information security architecture and solutions. • Researches, evaluates, designs, tests, recommends and plans

	the implementation of new or updated information security technologies.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience in IT security • Minimum 4 years of professional experience in security architecture
<i>Additional needed qualification, knowledge and skills</i>	<p>Expected to possess advanced knowledge of/in:</p> <ul style="list-style-type: none"> • Core domains of IT Infrastructure such as Data Networks, Server and Desktop hardware and Operating Systems, Messaging, Collaboration, Storage and Backups, and related monitoring and management systems. • Security-specific architecture methodology • Security architecture models, security strategy development, and compliance management. • Mobile Architecture, Network and Application Security and/or Data protection • Secure development processes. • Application Security Vulnerabilities such as OWASP Top 10, CWE/SANS Top 25 and remediation approaches • Cybersecurity control good practice such as the SANS Top 20 Critical Controls. • IT audit/assessment frameworks: ISO-standards; NIST, CobiT and Industry standard application development methodologies • Enterprise authentication authorization and identity management schemes (Active directory, LDAP, etc.) • Technical security controls such as firewalls, IDS/IPS, Vulnerability Management, web application firewalls, security gateways, WiFi, Mobile security, DLP, public key infrastructure, Encryption and Authentication techniques, • Relational Databases, Middleware Applications, Collaboration and Document management solutions. • XML, Web Services and SOAP protocols, both in client and server as well as dynamic languages such as Objective-C, VBScript, JavaScript • Network and web related protocols (TCP/IP, UDP, IPSEC, HTTP, HTTPS, SMTP, SNMP, ICAP, etc.) <p>Expected to possess one or more of the following qualifications:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional with Information Systems Security Architecture Professional concentration (CISSP-ISSAP) • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA)

	<ul style="list-style-type: none"> • TOGAF certification • Other similar credentials
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2.2.19. *IT Security Specialist*

<i>Profile type</i>	IT Security Specialist
<i>Task description</i>	<ul style="list-style-type: none"> • Security configuration and operations standards for security systems and applications, including policy assessment and compliance tools, network security appliances, and host-based security systems • Develop and validate baseline security configurations for operating systems, applications, and networking and telecommunications equipment • Perform internal and external technical control and vulnerability assessments to identify control weaknesses and assess the effectiveness of existing controls, and recommend remedial action. • Perform source code reviews • Perform network and application penetration testing (Black box, Grey box and White box) • Defining detailed security architecture • Performing technical security audits • Perform log analysis and security monitoring • Perform IT infrastructure/ Application Security configuration reviews • Design and implement technical security mechanisms and technologies • Design and develop technical security standards and procedures.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience in IT Security
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • This profile is expected to possess advanced knowledge of/in: • Security best practice guidelines (ISO 27001, NIST, SANS Top 20 OWASP, etc) • Good practice in the secure configuration of servers, network devices and applications • Networking protocols and application communications • Network analysis tools • Securing Unix and Windows operating systems • Securing middleware and applications. • Network penetration testing

	<ul style="list-style-type: none"> • Web application penetration testing • Vulnerability assessments • Forensic image collection and analysis • Managing/deploying the following security technologies: Firewalls; IDS/IPS - Intrusion detection/Prevention Systems, SIEM – Security information and event management; IAM – Identity and access management; APT – Advanced Persistent threat detection; DLP – Data loss prevention; VA – Vulnerability Analysis and mitigation; PKI – Public key infrastructure; Virtual environments; Endpoint security; Mobile security; Communications and data encryption ; Remote access methods; Backup and disaster recovery methodologies; Patch management technologies and processes; Wireless protocols and services • OWASP and secure software development standards • Performing security code reviews. • Linux administration, TCP/IP, Network Security. • Security configuration reviews of IT Infrastructure and security devices, OS, Databases etc. <p>Expected to possess one or more of the following qualifications:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional with Information Systems Security Architecture Professional concentration (CISSP-ISSAP) • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • OSCP, OSCE, GPEN, CEH, CCNA, CCNP
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2.2.20. *Junior Business and IT Consultant*

<i>Profile type</i>	Junior Business and IT Consultant
<i>Task description</i>	<ul style="list-style-type: none"> • Provide consultancy support and conduct studies on technical, as well as strategic issues, regarding information systems and IT processes
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • At least 4 years' experience in ICT including 3 years in consultancy, among which 2 years in relevant requested domain(s) (e.g. consultancy in governance and management, hardware and software, telecommunication, information systems, service-oriented architectures, etc.)
<i>Additional needed qualification, knowledge and skills</i>	<p>Desirable experience in specific cases:</p> <ul style="list-style-type: none"> • Business continuity management processes including Business Impact Analysis (BIA), risk assessment, Business Continuity Planning (BCP), business continuity testing, exercising and testing

	<ul style="list-style-type: none"> • Business continuity and disaster recovery planning techniques and technologies • Certified or Member-grade of membership of the Business Continuity Institute (BCI) or equivalent • BSI ISO22301 Lead Auditor Qualification • Ability to actively participate in meetings, good communicator • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working are mandatory • Capability to provide recommendations on improving the structure and efficiency of an organisation's IT systems • Capability of working independently, as well as in teams • Client orientation.
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2.2.21. Senior Business and IT Consultant

<i>Profile type</i>	Senior Business and IT Consultant
<i>Task description</i>	<ul style="list-style-type: none"> • Provide senior consultancy support and conduct studies on technical, as well as strategic issues, regarding information systems and IT processes. • Provide tactical as well as strategic direction setting.
<i>Education</i>	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • At least 9 years' experience in ICT including 6 years in consultancy among which 3 years in relevant requested domain(s) (e.g. consultancy in governance and management, hardware and software, telecommunication, information systems, service oriented architectures, etc.);
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Desirable experience in specific cases: • Business continuity management processes including BIA, risk assessment, BCP, business continuity testing, exercising and testing • Business continuity and disaster recovery planning techniques and technologies • Certified or Member-grade of membership of the Business Continuity Institute or equivalent • BSI ISO22301 Lead Auditor Qualification • Ability to actively participate in meetings, good communicator • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working are mandatory • Experience in carrying out high-level management studies • Capability to provide recommendations on improving the structure and efficiency of an organisation's IT systems.

	<ul style="list-style-type: none"> • Ability to provide strategic guidance with regard to technology, IT infrastructures and the enablement of major business processes through enhancements to IT • Capability of working independently, as well as in teams • Client orientation.
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2.3. Lot 3 Administrative support for Strasbourg

2.3.1. Junior Administrative Support

<i>Profile type</i>	Junior Administrative Support
<i>Task description</i>	<ul style="list-style-type: none"> • Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows • Coordinate the flow of work in liaison with staff members, , as well s with external parties • Keeping the agenda, organising and coordinating appointments, meetings for the units and departments • Participating in planning and organisational work of the respective agents
<i>Education</i>	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma, or • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience;
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience from which minimum 1 year experience in administration or human resources or finance or communications or event management
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in the field of administrative and/or secretarial work, ability to work under pressure and respond to changes in a rapidly evolving work environment • Ability to exercise professional discretion in a highly confidential work environment • Proven strong level of personal integrity • Supportive and helpful personality, with co-operative and service oriented attitude • Good communication and interpersonal skills • Ability to cooperate smoothly in the multicultural environment • Language skills: French language knowledge is considered an asset

2.3.2. Administrative Support

<i>Profile type</i>	Administrative Support
<i>Task description</i>	<ul style="list-style-type: none"> • Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows; • Coordinate the flow of work in liaison with other staff members, Units and Departments involved, as well as with external parties; • Keeping the agenda, organising and coordinating appointments, meetings for the units and departments; • Participating in planning and organisational work; • Assist in all planning, execution and monitoring processes; • Providing input to reports related of eu-LISA • Organisation and participation in events and workshops • Provision of support to tasks related to communication
<i>Education</i>	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma, or • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience;
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum of 4 years of relevant professional experience; from which • Minimum 3 years' experience in administration or human resources or finance or communications or event management
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in the field of administrative work, ability to work under pressure and respond to changes in a rapidly evolving work environment • Ability to exercise professional discretion in a highly confidential work environment • Proven strong level of personal integrity • Supportive and helpful personality, with co-operative and service oriented attitude • Good communication and interpersonal skills • Ability to cooperate smoothly in the multicultural environment • Language skills: French language knowledge is considered an asset

2.3.3. Senior Administrative Support

<i>Profile type</i>	Senior Administrative Support
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<i>Task description</i>	<ul style="list-style-type: none"> • Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows; • Coordinate the flow of work in liaison with other staff members, Units and Departments involved, as well as with external parties; • Keeping the agenda, organising and coordinating appointments, meetings for the units and departments • Participating in planning and organisational work; • Assist in all planning, execution and monitoring processes related to staff salaries and entitlements; • Providing input to financial and other • organisation and participation in events and workshops • Supporting in the definition of strategies and policies and implementation thereof
<i>Education</i>	<ul style="list-style-type: none"> • A level of education that correspond to completed university studies of at least 3 years attested by a diploma
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 5 years of relevant professional experience from which minimum 3 year experience in administration or human resources or finance or communications or event management or facilitator
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in the field of administrative work, ability to work under pressure and respond to changes in a rapidly evolving work environment • Ability to exercise professional discretion in a highly confidential work environment • Proven strong level of personal integrity • Supportive and helpful personality, with co-operative and service oriented attitude • Good communication and interpersonal skills • Ability to cooperate smoothly in the multicultural environment • Language skills: French language knowledge is considered an asset

2.3.4. Consulting Civil Engineer

<i>Profile type</i>	Consulting Civil Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • Undertaking technical and feasibility studies and site investigations • Examining and assessing detailed designs • Assessing the potential risks of specific projects, as well as undertaking risk management in specialist roles • Supervising tendering procedures

	<ul style="list-style-type: none"> • Managing, supervising and visiting contractors on site and advising on civil engineering issues • Thinking both creatively and logically to resolve design and development problems • Managing budgets and other project resources • Managing change, as the client may change their mind about the design, and ensuring relevant parties are notified of changes in the project • Leading teams of other engineers, perhaps from other organisations or firms • Compiling, checking and approving reports • Reviewing and approving project drawings • Using computer-aided design (CAD) packages for designing projects • Undertaking complex and repetitive calculations • Scheduling material and equipment purchases and delivery • Attending to meetings to discuss projects, especially in a senior role • Adopting all relevant requirements around issues such as building permits, environmental regulations, sanitary design, good manufacturing practices and safety on all work assignments • Ensuring that a project runs smoothly and that the structure is completed on time and within budget • Correcting any project deficiencies that affect production, quality and safety requirements before final evaluation and project reviews.
<i>Education</i>	<ul style="list-style-type: none"> • Degree of civil or construction engineering. Licence(s) to work as consulting civil engineer
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 10 years of experience in relevant field(s)
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Software: MS Project, MS Office, AutoCAD • Familiarity with different construction standards • Ability to think methodically, to design, plan and manage projects • Ability to maintain an overview of entire projects while continuing to attend to detailed technicalities • Excellent verbal and written communication skills • Negotiation, supervisory and leadership skills combined with the ability to delegate • Fluency in French language

2.4. Lot 4 Administrative support for Tallinn

2.4.1. Junior Administrative Support

<i>Profile type</i>	Junior Administrative Support
<i>Task description</i>	<ul style="list-style-type: none">• Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows• Coordinate the flow of work in liaison with staff members, , as well s with external parties• Keeping the agenda, organising and coordinating appointments, meetings for the units and departments• Participating in planning and organisational work of the respective agents
<i>Education</i>	<ul style="list-style-type: none">• A level of post-secondary education attested by a diploma, or• A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience
<i>Minimum Experience</i>	<ul style="list-style-type: none">• Minimum 2 years of relevant professional experience from which minimum 1 year experience in administration or human resources or finance or communications or event management or security
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none">• Experience in the field of administrative and/or secretarial work, ability to work under pressure and respond to changes in a rapidly evolving work environment• Ability to exercise professional discretion in a highly confidential work environment• Proven strong level of personal integrity• Supportive and helpful personality, with co-operative and service oriented attitude• Good communication and interpersonal skills• Ability to cooperate smoothly in the multicultural environment• Language skills: Estonian language knowledge is considered an asset.

2.4.2. Administrative Support

<i>Profile type</i>	Administrative Support
<i>Task description</i>	<ul style="list-style-type: none">• Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows

	<ul style="list-style-type: none"> • Coordinate the flow of work in liaison with other staff members, Units and Departments involved, as well as with external parties • Keeping the agenda, organising and coordinating appointments, meetings for the units and departments • Participating in planning and organisational work • Assist in all planning, execution and monitoring processes • Providing input to reports related to eu-LISA • Organisation and participation in events and workshops • providing support to tasks related to communication
<i>Education</i>	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma, or • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum of 4 years of relevant professional experience; from which • Minimum 3 years' experience in administration or human resources or finance or communications or event management
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in the field of administrative work, ability to work under pressure and respond to changes in a rapidly evolving work environment • Ability to exercise professional discretion in a highly confidential work environment • Proven strong level of personal integrity • Supportive and helpful personality, with co-operative and service oriented attitude • Good communication and interpersonal skills • Ability to cooperate smoothly in the multicultural environment • Language skills: Estonian language knowledge is considered an asset

2.4.3. Senior Administrative Support

<i>Profile type</i>	Senior Administrative Support
<i>Task description</i>	<ul style="list-style-type: none"> • Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows • Coordinate the flow of work in liaison with other staff members, Units and Departments involved, as well as with external parties

	<ul style="list-style-type: none"> • Keeping the agenda, organising and coordinating appointments, meetings for the units and departments • Participating in planning and organisational work • Assist in all planning, execution and monitoring processes related to staff salaries and entitlements • Providing input to financial and other organisation and participation in events and workshops • Supporting in the definition of strategies and policies and implementation thereof
<i>Education</i>	<ul style="list-style-type: none"> • A level of education that corresponds to completed university studies of at least 3 years attested by a diploma
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 5 years of relevant professional experience from which minimum 3 year experience in administration or human resources or finance or communications or event management or facilitator
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Experience in the field of administrative work, ability to work under pressure and respond to changes in a rapidly evolving work environment • Ability to exercise professional discretion in a highly confidential work environment • Proven strong level of personal integrity • Supportive and helpful personality, with co-operative and service oriented attitude • Good communication and interpersonal skills • Ability to cooperate smoothly in the multicultural environment • Language skills: Estonian language knowledge is considered an asset

2.4.4. Consulting Civil Engineer

<i>Profile type</i>	Consulting Civil Engineer
<i>Task description</i>	<ul style="list-style-type: none"> • Undertaking technical and feasibility studies and site investigations • Examining and assessing detailed designs • Assessing the potential risks of specific projects, as well as undertaking risk management in specialist roles • Supervising tendering procedures • Managing, supervising and visiting contractors on site and advising on civil engineering issues • Thinking both creatively and logically to resolve design and development problems

	<ul style="list-style-type: none"> • Managing budgets and other project resources • Managing change, as the client may change their mind about the design, and ensuring relevant parties are notified of changes in the project • Leading teams of other engineers, perhaps from other organisations or firms • Compiling, checking and approving reports • Reviewing and approving project drawings • Using computer-aided design (CAD) packages for designing projects • Undertaking complex and repetitive calculations • Scheduling material and equipment purchases and delivery • Attending to meetings to discuss projects, especially in a senior role • Adopting all relevant requirements around issues such as building permits, environmental regulations, sanitary design, good manufacturing practices and safety on all work assignments • Ensuring that a project runs smoothly and that the structure is completed on time and within budget • Correcting any project deficiencies that affect production, quality and safety requirements before final evaluation and project reviews.
<i>Education</i>	<ul style="list-style-type: none"> • Degree of civil or construction engineering. Licence(s) to work as consulting civil engineer
<i>Minimum Experience</i>	<ul style="list-style-type: none"> • Minimum 10 years of experience in relevant field(s)
<i>Additional needed qualification, knowledge and skills</i>	<ul style="list-style-type: none"> • Software: MS Project, MS Office, AutoCAD • Familiarity with different construction standards • Ability to think methodically, to design, plan and manage projects • Ability to maintain an overview of entire projects while continuing to attend to detailed technicalities • Excellent verbal and written communication skills • Negotiation, supervisory and leadership skills combined with the ability to delegate • Fluency in Estonian language

ATTACHMENT 1 : INDICATIVE PRODUCT LIST FOR STIS-

III.

The following list is based on the product list of eu-LISA and is subject to changes.

Products or versions in evaluation and phase-out products are generally not included in this list.

Note that this list is not exhaustive and has to be considered as indicative for the purpose of this call for tenders. Other tools could be asked in specific requests.

Infrastructure of the Agency: The Agency at the Strasbourg site has 150 active user stations; the infrastructure is based on the following software:

Operating Systems:

Windows 7 Enterprise SP1+ legacy Windows XP SP3

Office products:

MS Office 2010 Professional Plus

(Word, Excel, Visio, Project, Access)

MS Office Proofing Tools 2010 + 2003 (Core Languages)

MS Office Proofing Tools 2010 + 2003 (Member Languages)

MS Office SharePoint 2013

Microsoft Project Server 2013

Configuration of Office extensions in IE

Browsers:

Internet Explorer, Chrome and Firefox

Add-ins/Other:

Titus Message Classification

Microsoft Silverlight

Windows Media Player 12

Notepad++

VLC Media Player

FoxIt PDF Reader

PDFCreator

7-zip

McAfee Endpoint Protection — Advanced Suite

WD Drive Utilities/ Security

Keepass Password Safe

Adobe Flash Player ActiveX

Adobe Flash Player Plugin

Adobe Shockwave Player

Adobe Reader XI

EMET

Freemind

Adobe Lightroom 5

Adobe Photoshop

Adobe Acrobat Pro

Git

Putty

Pilar Basic/Micro

Symantec Encryption Desktop

Runtime Environments:

Java Runtime Environment (JRE) 7 and previous
MS .NET Framework 4.0 and previous
MSXML 4.0 Service Pack 3
MSXML Parser

Other:

Remote Desktop Connection 7
Crystal report 10
Oracle Database Enterprise Edition
Oracle Dataguard
Oracle Streams
Oracle BEA Weblogic
Oracle Sql developer
HP Service Manager 7
Tripwire file integrity
System Center Configuration Manager

Connectivity Tools/Email:

Ironport Mail Relay
Cisco Webex Meetings
Cisco Videoconferencing
Bluecoat