

Call for Expression of Interest
ICT Assistant
(Contract Agents – Function Group III)
Ref. BEREC/2019/09

Applications are invited for the establishment of a reserve list for ICT Assistants at the Agency for Support for BEREC.

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| Type of contract | Contract Agent |
| Function group and grade | FG III |
| Duration of contract | 3 years (with the possibility of extension) |
| Maximum number of candidates to be placed on the Reserve List | 8 |
| Place of employment | Riga, Latvia |
| Partner Directorate General (DG) | DG CONNECT - Directorate General for Communications, Networks, Content and Technology |
| Deadline for applications | 02/12/2019 at 12:00 (midday), Riga time |

Agency for Support for BEREC (BEREC Office)

The BEREC Office has been set up to provide administrative and professional support to BEREC, the Body of European Regulators for Electronic Communications. The BEREC Office is located in Riga, Latvia.

The BEREC Office is a decentralized Agency of the European Union (EU) managed by a Director under the supervision of a Management Board composed of the heads of the EU national regulatory authorities (NRAs) in charge of the monitoring the day-to-day operation of the markets for electronic communications networks and services and a European Commission representative.

The BEREC Office is responsible, in particular, for supporting BEREC in fulfilling its regulatory tasks, collecting information from NRAs and exchanging and communicating information in relation to the role and tasks of BEREC, disseminating regulatory best practices, assisting BEREC in establishing and maintaining registries and databases, establishing and managing information and communications systems and conducting public consultations on behalf of BEREC, etc.

The BEREC Office is also in charge of the organization of events for BEREC (meetings of the BEREC Board of Regulators, Working Groups, meeting with stakeholders and EU institutions or bodies of the EU, seminars, trainings for the NRAs, etc.).

Among others, the BEREC Office is also in charge of registering and archiving BEREC documents, managing the BEREC website (including the public register), as well as registering and filing the documents produced of its own activity.

For further information, please consult the BEREC website: www.berec.europa.eu.

The post

The job holder will be responsible, among others, for the following tasks:

ICT Project and Contract Management Assistance

- Provide support to ICT project/programme management including planning, monitoring, evaluation, project closure and post project activities;
- Provide support to the creation and implementation of ICT policies and plans;
- Provide support in the course of call for tenders, including by preparing technical specifications, in the main area of work;
- Assist with contract management in the main area of work and enhance contract outcomes;
- Assist with budget planning and monitoring for assigned projects and ensure routine administration of allocated financial resources;
- Evaluate deliverables provided by contractors for compliance with the contract requirements ('certified corrected');
- Follow-up on ICT delivery of products and escalation procedures;
- Act as a bridge between ICT service delivery and ICT application lifecycle management in order to obtain a greater efficiency in time to deliver;
- Provide organisational support in the planning, implementing and deploying ICT systems and services;
- Draft presentations, provide statistics and reports on ongoing ICT projects.

ICT Technical Support

- Support the roll-out of new applications and ICT systems at the BEREC Office;
- Provide technical support to the development and implementation of ICT solutions and services;
- Provide support in maintenance of ICT infrastructure and systems;
- Provide technical support for the organization and management of audio/video-conference meetings;
- Coordinate tests with internal and external stakeholders for video-conferencing needs;
- Support and follow-up on planned video-conference meetings, switching on of ICT equipment and facilitate meeting setup;
- Provide basic troubleshooting of ICT (incl. AVC) equipment, if needed, in collaboration with ICT team of specialized contractors (when and if needed);

- Act as a single point of contact providing technical support on video-conference matters by using video-conferencing systems and booking tools for meetings;
- Monitor and follow-up all ICT requests (incl. for video-conferencing) by using a ticketing system to ensure high quality ICT service delivery;
- Provide support in enhanced ICT use, incl. planning, demonstration, testing and dissemination of technical documentation.

The job holder will work under the supervision of the Head of Unit and respective Team Leader and may be assigned other duties appropriate to the grade in the interest of the service.

Eligibility criteria

Candidates will be eligible for this selection procedure if they fulfil the following formal criteria at the time of the application deadline:

1. Be a national of a EU Member State and enjoy full rights as a citizen;
2. Have fulfilled any obligations imposed by applicable laws concerning military service;
3. Be physically fit to perform the duties linked to the post¹;
4. Produce the appropriate character references as to suitability for the performance of the duties²;
5. Languages: Have a thorough knowledge of one of the official EU languages and a satisfactory knowledge of a second EU language to the extent necessary for the performance of his/her duties;
6. Qualifications and work experience:
 - 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 appropriate professional experience of at least three years.

¹ Before being hired, a contract agent shall be medically examined by one of the institution's medical officers to verify if (s)he fulfils the requirements of the Conditions of employment of other servants of the EU.

² Before appointment, successful applicants will be asked to provide a certificate issued by a competent authority attesting the absence of any criminal record.

Selection criteria

If the Eligibility criteria set out in section “Eligibility criteria” are met, the candidates’ application forms, CVs and motivation letters will be evaluated on the basis of the selection criteria below. The most suitable candidates will be admitted to the next stage of the selection procedure.

Essential:

1. Studies in a field related to the job profile, such as: Informatics, Engineering, etc.;
2. Sound knowledge and proven professional experience in the areas mentioned in the section “The post” of not less than 1 year covering at least in:
 - a. ICT project and contract management assistance;
 - b. ICT technical support.
3. Strong customer care skills and ability to work under pressure and tight schedule;
4. Thorough knowledge of English as a working language³;

Advantageous:

1. Knowledge of procurement/contract or budget management under the EU Financial Regulation;
2. Experience in an international or multicultural environment.

Evaluation during interviewing process

Candidates invited to the interviews will be assessed against the following criteria that are essential to the post:

- Professional knowledge relevant to the post;
- Excellent sense of responsibility and initiative;
- Ability to work in a multicultural environment;
- Good communication skills;
- Excellent organisational skills, capacity to coordinate several tasks and processes simultaneously under tight deadlines;
- Knowledge of English as a working language.

³ As established in the BEREC Office Management Committee Decision MC/2016/02, the working language of the BEREC Office is English.

Stages in the selection procedure

A. Admission to the selection procedure

After the deadline for applications, the complete applications submitted (application forms, CVs and motivation letters) will be checked against the eligibility criteria. Only eligible applications will be then be assessed against the selection criteria (essential and advantageous).

B. Assessment of eligible applications

On the basis of the submitted documents referred to in (A), a Selection Committee will carry out a preselection of the candidates who best fit the requirements for the duties to be performed. The motivation letters, together with the application forms and the CVs of eligible applicants will be analysed with reference to:

- The selection criteria (essential and advantageous)
- The overall assessment of the quality and suitability of the application based on the requirements of the post

Upon completion of the assessment, the Selection Committee will establish a shortlist of candidates matching best the needs of the Agency for the functions and duties mentioned in this Call.

C. Interview and written test

Upon completion of the assessment of eligible applications, the most suitable candidates will be invited for a written test and an interview. The maximum total number of candidates invited for the interview and written test will be 12.⁴ The duration of the interview will be 30 minutes, and the duration of the written test will be 1 hour.

Candidates are kindly invited to indicate in their application any special arrangements that may be required, if invited to attend a test and an interview.

The interview will aim to assess the suitability of the candidates to perform their duties, their professional knowledge, their skills and competencies relevant to the post and their motivation. The interview shall cover an analysis of the language abilities, and the personal and professional competences of each applicant. Maximum score for the interview: 100. Minimum pass score: 60.

The written test will aim to assess the specific competencies required for the post and the general competencies required of European Union Contract staff 3(a). Maximum score for the written test: 100. Minimum pass score: 60.

The language of the interview and written test will be English. Candidates with English as their mother tongue will be tested in another official EU language to check that the eligibility criterion is met (i.e. satisfactory knowledge of a second official EU language).

The content of the questions asked during the interviews will be set in accordance with the level and profile of the position advertised.

⁴ Where a number of candidates tie for the last available place, they will all be invited for the interview

The Selection Committee will propose a maximum of 8⁵ candidates with the highest scores achieved in the selection procedure for placement on the reserve list.

Reserve list and possible job offer(s) and verification of documents and scrutiny

On the basis of the outcome of the proposal of the Selection Committee, the authority authorised to conclude contracts of employment may draw up a reserve list of maximum 8⁶ candidates to be used for filling in vacant posts in the relevant function group. The CVs and motivation letters of the candidates will be assessed towards the requirements of the vacant post. A second interview with the authority authorised to conclude contracts of employment and/or one or more delegated staff member(s) may be organised.

Any recruitment will be subject to budgetary availability.

The reserve list will be valid until 31 December 2020. Its validity may be extended by the authority authorised to conclude contracts of employment. Inclusion on a reserve list does not imply any entitlement to employment in the BEREC Office.

The successful candidate's application will be checked against the supporting documents to confirm its accuracy and eligibility.

If, at any stage in the procedure, it is discovered that the information given in an application has been knowingly falsified, the candidate will be disqualified from the selection process.

Candidates will also be disqualified if they:

- do not meet all eligibility criteria; or
- do not provide all the required supporting documents.

Conditions of employment

The ICT Assistant will be appointed by the authority authorised to conclude contracts of employment as a contract agent in function group III pursuant to Article 3a of the Conditions of employment of other servants of the European Union for a fixed period not exceeding three years initially. The authority authorised to conclude contracts of employment may renew the contract according to the modalities indicated in the relevant general implementing rules valid at the BEREC Office. The period of engagement will not in any case exceed the lifetime of the BEREC Office.

⁵ Where a number of candidates tie for the last available place on the list of candidates to be proposed to the AACC, they will all be proposed.

⁶ Where a number of candidates tie for the last available place on the reserve list, the AACC will include all of them in the reserve list.

Application procedure

For their applications to be valid, candidates must submit:

1. A cover letter outlining their reasons for applying;
2. A curriculum vitae (CV), preferably drafted using the Europass CV format⁷;
3. The application form in the annex.

Applicants are explicitly requested to highlight and give a brief account of their experience and expertise relevant to the job and the start and end dates of employment contracts. Applicants are invited to indicate, apart from the duration of studies, the legal length of the diplomas that they hold.

Applications will not be assessed if the dossier is incomplete or is submitted after the deadline.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience, etc.) should not be sent at this point but must be submitted at a later stage of the procedure if requested.

Applications, preferably in English, should be sent only by e-mail to: recruitment@berec.europa.eu.

The reference (BEREC/2019/09 ICT Assistant) must always be indicated in the subject line of e-mails.

Candidates are asked to report any potential change of address in writing without delay to the address above.

Closing date for applications

Applications must be sent by email. The deadline is **02/12/2019 at 12:00 (midday) Riga time** (11:00 a.m. Central European Time). The Agency strongly advises candidates not to wait until the last few days before the deadline to apply, since heavy internet traffic or connection difficulties could lead to problems. It is the sole responsibility of each applicant to submit his/her completed application by the deadline for submission. Any information or documentation provided after the deadline will not be taken into account.

Approximate timetable

The selection process may take several months; information will be released at the end of each stage.

⁷ The Europass CV can be downloaded from the website <http://europass.cedefop.europa.eu>.

Independence and declaration of interests

The ICT Assistant will be required to make a declaration in relation to any interests that may be considered prejudicial to his/her independence. Candidates must confirm their willingness to do so in their application.

Other important information

Candidates are reminded that the work of the Selection Committee of the BEREC Office is confidential. It is forbidden for applicants to make direct or indirect contact with members of the Committee or for anybody else to do so on their behalf. Any infringement of this rule will lead to disqualification from the selection procedure.

Equal opportunities

The BEREC Office applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations.

Protection of personal data

The BEREC Office will ensure that candidates' personal data are processed as required by Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC⁸.

Requests for information and appeal procedures

Applicants who would like further information, or consider that they have grounds for a complaint concerning a particular decision, may, at any point in the selection procedure, email a request for further information to recruitment@berec.europa.eu.

A candidate who feels that a mistake has been made regarding eligibility may ask to have his/her application reconsidered by sending a request for review within 20 calendar days of the date of the email notifying the candidate of the outcome, quoting the reference of the selection procedure, to the Chairman of the Selection Committee at the following address:

BEREC Office
Human Resources
Z. A. Meierovica Bulv. 14
Riga, LV-1050
Latvia

⁸ Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, Text with EEA relevance, OJ L 295, 21.11.2018, p. 39–98

The Selection Committee will reconsider the application and notify the candidate of its decision within 45 calendar days of receipt of the letter.

If a candidate considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of employment of other servants of the European Communities, at the above address.

The complaint must be lodged within three months. The time limit for initiating this type of procedure starts from the time the candidate is notified of the act that adversely affects him/her.

Candidates can submit a judicial appeal under Article 270 of the Treaty on the Functioning of the EU and Article 91 of the Staff Regulations of Officials of the European Communities to:

Court of Justice of the European Union, L - 2925 Luxembourg

Details of how to submit an appeal can be found on the website:

<http://curia.europa.eu/>

It is also possible to complain to the European Ombudsman pursuant to Article 228 of the Treaty on the Functioning of the EU and in accordance with the conditions laid down in the Decision of the European Parliament of 9 March 1994 on the Staff Regulations and the general conditions governing the performance of the Ombudsman's duties, published in the Official Journal of the European Union L 113 of 4 May 1994:

European Ombudsman
1 Avenue du Président Robert Schuman
CS 30403
67001 Strasbourg Cedex
France
<http://www.ombudsman.europa.eu>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging, respectively, a complaint or an appeal with the Court of Justice of the EU under Article 270 of the Treaty on the Functioning of the EU.

Please also note that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned. Therefore, before contacting the Ombudsman, candidates must have submitted a complaint/appeal to the BEREC Office and received a negative reply from the BEREC Office.

APPLICATION FORM FOR THE ESTABLISHMENT OF A RESERVE LIST FOR
ICT Assistants

BEREC/2019/09

OF THE BEREC OFFICE

1. **Surname⁹:**

2. **Forename:** Title: (e.g. Mr, Ms, Dr)

3. **Date of birth:** dd/mm/yyyy

4. **Gender:** Male Female

5. **Address for correspondence¹⁰:**

Street, No, etc.:

Postal code:

Town:

Country:

Office Telephone N°:

Mobile N°:

E-mail address: Professional:

E-mail address: Personal:

⁹ IMPORTANT: your application will be registered under this name. Please use it in all correspondence. Any other name (e.g. maiden name) appearing on diplomas or certificates accompanying this application should be indicated below:

¹⁰ Please inform recruitment@berec.europa.eu of any change of address.

6. **Nationality** (please circle or mark):

BE BG CY CZ DK DE EL ES ET FR HU HR IE IT
LT LU LV MT NL AT PL PT RO FI SE SK SV UK

7. **First university degree, with title, date of conferral and indication on the legal duration:**

8. **Other studies:**

9. **Knowledge of languages:**

Place the following numbers (1, 2 or 3) in the appropriate box or boxes:

1 - mother tongue or thorough knowledge;

2 - very good knowledge;

3 - satisfactory knowledge.

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|----|----|----|----|----|----|----|----|----|----|----|----|
| BG | CS | DA | DE | EL | EN | ES | ET | FI | FR | GA | HR |
| HU | IT | LT | LV | MT | NL | PL | PT | RO | SV | SK | SL |

Other language(s):

10. **Current employer (indicate if you are self-employed or unemployed):**

| | |
|----------|--|
| Name | |
| Address | |
| Position | |

11. Summarise your professional experience with ICT contract and project management (300 words max.):

12. Summarise your professional experience with ICT technical support (300 words max.):

13. Summarise your knowledge of procurement/contract or budget management under the EU Financial Regulation, if applicable (200 words max.):

14. Summarise your international experience, if applicable (200 words max.):

15. Give details of any membership of, or affiliation to, organisations/bodies/clubs with a potential interest in the work of the BEREC Office:

16. Give details of anything else you consider relevant to your application:

17. **If you have a recognised disability which necessitates any special arrangements in the context of this selection procedure, please indicate below:**

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18. **Declaration:**

1. I declare on my word of honour that the information provided above is true and complete and I am aware that any incorrect statement may invalidate my application at any point in the selection process.
2. I further declare on my word of honour that:
 - (i) I am a national of one of the Member States of the European Union and enjoy my full rights as a citizen;
 - (ii) I have fulfilled any obligations imposed on me by laws concerning military service.
3. I undertake to produce on request documents to support my application and accept that failure to do so may invalidate my application.
4. I confirm that I am willing to make complete declarations of any direct or indirect interests that might be considered prejudicial to my independence.

Date and name:

Along with this application form, candidates must submit:

- A covering letter describing the reasons for the application
- A CV preferably drafted using the Europass CV format which can be found at:
<http://www.europass.cedefop.europa.eu>