

Vacancy Notice for the position of

IT Expert

of the Agency for the Cooperation of Energy Regulators

REF.: ACER/2016/08

Publication

External

Title of function

IT Expert

Parent Directorate-General / Service

DG ENER (BXL)

1. WE ARE

The Agency for the Cooperation of Energy Regulators (hereinafter referred to as “the Agency”) is a European Union (“EU”) body, legally established by Regulation (EC) No 713/2009¹ and operational since 2011. The Agency is central to the liberalisation of the EU's electricity and natural gas markets.

The purpose of the Agency is to assist National Regulatory Authorities (“NRAs”) in exercising, at Union level, the regulatory tasks that they performed in the Member States and, where necessary, to coordinate their action.

In this respect, the Agency:

- a) Complements and coordinates the work of NRAs;
- b) Participates in the creation of European network rules;
- c) Contributes to the planning of the development of European energy infrastructure;

¹ Regulation (EC) No 713/2009 of the European Parliament and of the Council of 13 July 2009 (OJ L 211, 14.8.2009, p. 1)

- d) Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross border infrastructure, on exemptions from certain access and unbundling provisions of the Third Package, and on cross-border cost allocations in relation to Projects of Common Interest;
- e) Gives advice on electricity- and natural gas-related issues to the European institutions;
- f) Monitors the internal markets in electricity and natural gas and reports on its findings;
- g) Monitors wholesale energy market in the EU.

In this last respect, according to Regulation (EU) No 1227/2011 on wholesale energy market integrity and transparency (REMIT), the Agency is responsible for monitoring trading in wholesale energy products to detect and deter market abuse. The Agency has been implementing a monitoring framework, including trade and fundamental data collection and analysis, since REMIT entered into force in December 2011. The Agency's REMIT-related activities have been so far performed by the Market Monitoring Department. With the REMIT implementation phase coming to its conclusion, in 2016 the Agency plans to establish an additional Department – the Market Surveillance and Conduct Department – which will be responsible for the screening of the trade and fundamental data reported to the Agency and for the initial analysis and assessment of any anomalous event. The collection of the trade and fundamental data reported to the Agency, as well as the implementation of the reporting policy, will remain with the current Market Monitoring Department.

The Agency currently has a staff of more than 80 people and an approved annual budget of €15.8 million in 2016. The Agency's internal structure comprises four Departments (Electricity, Gas, Market Monitoring and Administration) and the Director's Office.

The Agency is located in Ljubljana (Slovenia).

2. WE PROPOSE

The Agency is looking for an IT Expert who would be assigned to the Administration Department of the Agency and will report to the IT Resources Officer / Team Leader.

The duties of the IT Expert include, *inter alia*:

Contribution to the administrative tasks of the IT Team

- Assist the IT Resources Officer in the preparation and documentation of policies, guidelines, procedures, etc., in the planning of annual IT activities, in the analysis and monitoring of IT budget and in the preparation of the ICT Steering Committee meetings;
- Contribution to the preparation of tender and contract specifications for IT-related Agency's initiatives that require partial or full outsourcing of work. Play a key role in the evaluation, selection, negotiation of terms and contractor relationship management for those initiatives;
- Analyse and identify needs of the IT Team, prepare and execute purchase orders,

monitor and follow up of the delivery processes;

- Manage contractors and relevant contracts, follow up procurement processes with external providers;
- Support the IT Team as necessary with other tasks;

Service and Project management

- Organise and implement the IT service management of the IT Team (based on ITIL), create relevant procedures, documentation and artefacts, review and monitor the IT service management correct implementation, produce relevant reports;
- Control and monitor IT projects' work, scope, schedule, budget, costs, quality and risks, and take action where these deviate from agreed tolerances.
- Manage and coordinate the cycle of the assigned projects (projects related to software development, IT infrastructure and services, etc.), produce relevant artefacts, etc.;

Contribution to the operations of the IT infrastructure and systems

- Contribute to the analysis and definition of the Agency's Information System software-hardware solutions requirements;
- Contribute to the regular tasks of the IT section, the delivery of IT services, IT support activities and proper functioning of the IT infrastructure, etc.;
- Contribute to the proper operation of networks and IT systems;
- Contribute to the development and implementation of an ICT-Security plan supported by the Information Security officer.

3. WE LOOK FOR

A) Eligibility criteria

Candidates will be considered eligible for the selection phase on the basis of the following formal criteria to be fulfilled by the deadline for applications:

1. To have a level of education which corresponds to completed university studies of at least three years, attested by a diploma;

(Only study titles that have been awarded in the EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration).

2. To have a thorough knowledge of one of the official languages of the European Union² and a satisfactory knowledge of a second of these languages (level B2) to the extent necessary to perform his/her duties;
3. To be a national of a Member State of the EU;
4. To be entitled to his or her full rights as a citizen;
5. To have fulfilled any obligations imposed by the applicable laws concerning military service; and
6. To be physically fit to perform the duties linked to the post³.

B) Selection criteria

The following criteria will be assessed when selecting the candidates for the interviews:

Technical knowledge:

1. University degree in a field relevant to this post (Information Technology, Computer Engineering, or similar);
2. By the deadline for applications, having acquired at least **three (3) years of relevant professional experience⁴** after obtaining the qualifications mentioned in point 3 A) above, of which **at least two (2) years of professional experience closely related to the tasks described above;**
3. Knowledge or certifications in one or more of the following: Project Management methodologies (such as PM², Prince 2, PMI, PMBOK, etc.), Service Management (such as ITIL)
4. Experience in one or more of the following:
 - Implementing and using methodologies, such as ITIL, for IT Service management, change management;
 - Project management and coordination of the whole cycle of assigned projects (which can be related to software development, IT infrastructure and services, etc.), produce relevant artefacts, etc.;
 - Preparation of documentation related to IT policies, guidelines;
 - Preparation and execution of purchase orders, communication and

² The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, and Swedish.

³ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order for the Agency to be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Union.

⁴ Professional experience is counted only from the time the candidate obtained the diploma required for being eligible. At a later stage, the candidate will be asked to provide supporting documents confirming the length and the level of his/her professional experience

- management of contractors, budget monitoring, organising meetings;
- IT Systems configuration or/and administration, preferably in a Windows environment;
- Virtualisation infrastructure (such as VMware ESXi, etc.), ICT infrastructure, ICT security implementation;
- SharePoint (configuration, development, management, etc.)

Communication and other personal skills

5. Excellent written and oral command (level C2⁵) of the English language;
6. Proven ability to work in a team and under pressure in a multicultural environment;

Candidates are invited to briefly explain in their motivation letter in which positions they acquired their knowledge and professional experience in the specified areas;

4. SELECTION AND APPOINTMENT

A Selection Committee will evaluate the applications and select those candidates meeting the eligibility criteria and best matching the selection criteria. The Selection Committee will endeavour to invite a minimum of six candidates and a maximum of eight candidates to an interview and written test. However, the number of invited candidates may be higher in the case of a larger number of candidates participating in the selection procedure and meeting the eligibility and selection criteria, or lower in the case of a limited number of eligible applicants and/or of a limited number of candidates meeting the selection criteria.

The interview and test will focus on the following aspects:

- Motivation for the position;
- Knowledge of Project and Service Management;
- Ability to perform duties related to the duties of the IT Expert described in section 2;
- Ability to work in a multicultural working environment;
- Knowledge of structures of EU bodies, and the Agency.

A reserve list of the most suitable candidates will be drawn up by the Agency. Candidates achieving the qualifying mark in the competency test and interview of a minimum of 70% will be placed on the reserve list. The reserve list will be valid until 31/12/2016. Its validity may be extended by the decision of the Director.

All candidates will be informed about the outcome of the procedure.

⁵ cf. Language levels of the Common European Framework of Reference:
<http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

5. EQUAL OPPORTUNITIES

The Agency applies an equal opportunities policy and accepts and treats applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The successful candidate will be appointed by the Director as a contract staff at grade FGIV, pursuant to Article 3(a) of the Conditions of Employment of Other Servants, for a period of 3 years, which may be renewed in the interest of the service.

Pay and welfare benefits

The pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to: expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance and other benefits. Salaries are exempted from national tax; instead a Union tax at source is paid.

Grade/step	Minimum requirements for classification in step <i>(required level of university studies + minimum number of years of experience after university graduation)</i>	Monthly basic salary	Monthly net salary, including specific allowances ⁶
FGIV grade 13	3 years' university degree in a field relevant for this position + up to 7 years' experience in some or all of the fields covered by the job description	3,246.70 €	3,212.28 €
FGIV grade 14	3 years' university degree in a field relevant for this position + more than 7 years' experience in some or all of the fields covered by the job description	3,673.47 €	3,544.08 €

Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2,5 days home leave if applicable, and in addition on average 19 ACER holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance, and

⁶ An estimation of net salary, including the deduction for tax, correction coefficient (currently at 81.2 %) and social security and adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Allowances depend in any case on the personal situation of the candidate.

7. DATA PROTECTION

The Agency will ensure that your personal data is processed as required by Regulation (EC) No 45/2001⁷ on the protection of personal data.

The information submitted during the selection process will be used solely for that purpose. The legal basis is available in the Staff Regulations of Officials and the Conditions of Employment of Other Servants (CEOS) and, in particular, in Articles 12-15 and 82-84 of CEOS.

The Agency will ensure, on its part, that applicant's personal data is processed in accordance with Regulation (EC) No 45/2001⁶ on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Only Agency's staff directly involved in the selection procedure in question shall have access to this data. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of candidates.

When an applicant is selected for inclusion on the reserve list, his/her personal data will be stored for the duration of the validity of the reserve list while, for non-recruited candidates, the information will be stored for a maximum period of two years. Documents related to recruited candidates are kept in the agent's personal file, which are kept until 10 years after the jobholder has terminated employment at the Agency.

Any party submitting personal data to the Agency is entitled to access and to rectify that data (after the closing date of the application deadline, rectification is limited to identification data). To exercise these rights, contact the Data Protection Officer at DPO@acer.europa.eu.

Furthermore, you also have the right to recourse, at any time, to the European Data Protection Supervisor.

8. APPLICATION PROCEDURE

For applications to be valid, candidates must submit:

- a detailed curriculum vitae in [European CV format in English](#)
- a letter of motivation (1 page sheet maximum) **in English** explaining in which positions they acquired their knowledge and professional experience in the specified areas identified in Section 2 of this vacancy notice.

Candidates must clearly indicate in the application, for which profile the application in made.

Applications that are incomplete, or do not indicate the profile applied for will be rejected.

Together with the application, candidates are also invited to provide in the CV the names and contact details of at least two most recent professional references (preferably your direct hierarchical superiors without personal link) who may be contacted for references.

⁷ Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000, OJ L8, 12.1.2001, p.1.

Applications should be sent by email to SELECTIONS-ACER-2016-08@acer.europa.eu quoting the reference number of the vacancy notice.

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

In order to facilitate the selection process, all communications to candidates concerning this vacancy will be in English.

Under no circumstances should candidates approach the selection committee, directly or indirectly, concerning this recruitment. The authority authorised to conclude a contract reserves the right to disqualify any candidate who disregards this instruction.

Applications must be sent by e-mail by 8 May 2016 (23:59 Ljubljana time).

If at any stage in the procedure it is established that any of the information a candidate provided is incorrect, the candidate in question will be disqualified.

For more information on the selection procedure please consult the Guide for Applicants on the Agency's website:

http://www.acer.europa.eu/en/The_agency/Working_at_ACER/Documents/GUIDE%20FOR%20APPLICANTS-HR%20FINAL.pdf.

9. APPEALS

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within 3 months from the date of notification to the following address:

Human Resources Officer

Agency for the Cooperation of Energy Regulators (ACER)

Trg republike 3 – 1000 Ljubljana – Slovenia

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

European Union Civil Service Tribunal

Boulevard Konrad Adenauer

L-2925 Luxembourg

Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based to the following address:

European Ombudsman

1, Avenue du President Robert Schuman - BP 403

F-67001 Strasbourg Cedex

France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.