

**VACANCY NOTICE**

**SECONDED NATIONAL EXPERT TO THE EUROPEAN COMMISSION**

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| **Post identification:**(DG-DIR-UNIT) | **TAXUD-B-2** |
| **Head of Unit:****Email address:****Telephone:****Number of available posts:****Suggested taking up duty:****Suggested initial duration:****Place of secondment:** | **Diego Papaldo (acting)****Diego.papaldo@ec.europa.eu****0032 2 296 49 01****1****2nd quarter 2020 [[1]](#footnote-1)****2 years1**⌧ **Brussels** □ **Luxemburg** □ **Other: ……………** |
|  | ⌧**With allowances** □  **Cost-free** |
| **This vacancy notice is also open to**□**the following EFTA countries : □ Iceland □ Liechtenstein** □ **Norway □ Switzerland □ EFTA-EEA In-Kind agreement (Iceland, Liechtenstein, Norway)□    the following third countries:□    the following intergovernmental organisations:** |

**1. Nature of the tasks**

The candidate will join the ISD (Infrastructure and Service Delivery) sector of the TAXUD.B.2 (Architecture & Digital Operations) sector as the operations manager.

TAXUD.B is responsible for the strategy, planning and design of trans-European digital systems in the two policy areas of customs and taxation. The ISD sector is responsible for the deployment and operation of DG TAXUD’s IT infrastructure, platforms and applications.

The Operations Manager will be responsible for monitoring the operation of platforms supported by the sector, i.e. CCN, TSOAP/CDCO (TAXUD SOSOA platform, and its successor “Centrally loaded Centrally Operated”), SbS (Shared Services), SPEED2, CCN2. In this context, he/she will be supported by contractor staff.

This function covers the monitoring of a wide range of activities, including: the management of release processes, incidents, problems, capacity and continuity. It is also part of the tasks related to the role to support the activities of colleagues responsible for the specification and monitoring of the development of these platforms.

They will include in particular:

• To ensure that platforms provide a level of service in line with TAXUD’s commitments, both in terms of availability and capacity and performance, in a context of a very strong increase in demand;

• Coordinate different stakeholders (DG TAXUD teams, subcontractor teams, COTS suppliers, etc.);

• Supervise the performance of contractors (deadlines, specifications, expenditure, etc.);

• Managing calendars and priorities;

• Guide the contractors to be able to meet expectations;

• Specify the requests for estimates (technical, procedural, budgetary, etc.) and evaluate the tenders received;

• Understanding the contractual aspects of the platform support contract;

• Understanding the technological aspects of platforms, including risks and success factors;

• Working with IT specialists on complex issues;

• Guide and monitor internal staff: work programme, workload, organisation of work, timetables, priorities, examination of deliverables;

• Inform the management of changes in services and projects for which he/she is responsible and of any event which deserves particular attention.

**2. Main qualifications**

**a) Eligibility criteria**

The following eligibility criteria must be fulfilled by the candidate in order to be seconded to the Commission. Consequently, the candidate who does not fulfil all of these criteria will be automatically eliminated from the selection process.

• Professional experience: at least three years of professional experience in administrative, legal, scientific, technical, advisory or supervisory functions which are equivalent to those of function group AD;

• Seniority: candidates must have at least one year seniority with their employer, that means having worked for an eligible employer as described in Art. 1 of the SNE decision on a permanent or contract basis for at least one year before the secondment;

• Linguistic skills: thorough knowledge of one of the EU languages and a satisfactory knowledge of another EU language to the extent necessary for the performance of the duties. SNE from a third country must produce evidence of a thorough knowledge of one EU language necessary for the performance of his duties.

**b) Selection criteria**

Diploma

- university degree or

- professional training or professional experience of an equivalent level

 in the field(s) : information technology, telecommunications, electronics and related technology.

Professional experience

At least 3 years experience in managing IT operations.

The experience of technologies used by both DG TAXUD and the Member States in the field of customs and/or taxation is an important asset;

Professional experience with ‘middleware’ using technologies such as (but not limited to) web services (‘web services’) of web application servers (‘web application server’), SOA, Oracle Service Bus, database technologies (‘ORACLE database’), queuing services (MQSeries, JMS), XML, SOAP, REST, LDAP directory schemes. Knowledge in related areas is an important asset;

IT infrastructure experience in areas such as (but not limited to) computing centre infrastructure, IT security, IP networks, telecommunication services, virtualisation technologies, application infrastructure, storage, software development would be an asset;

Experience in managing service provision, performance monitoring (SLA) is an advantage;

Experience in public procurement of administration, contract management and service management is an advantage;

Any other relevant industrial and/or training certification considered as an asset.

Experience in service delivery management (e.g. ITIL), performance monitoring (SLA) is an advantage

Language(s) necessary for the performance of duties

A good knowledge of English is required in order to be able to perform tasks and draft documents. Knowledge of the working languages of the Commission and/or other European languages would be an advantage.

**3. Submission of applications and selection procedure**

Candidates should send their application according to the **Europass CV format** (<http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>) in English, French or German **only to the Permanent Representation / Diplomatic Mission to the EU of their country**, which will forward it to the competent services of the Commission within the deadline fixed by the latter.The CV must mention the date of birth and the nationality of the candidate. **Not respecting this procedure or deadlines will automatically invalidate the application.**

Candidates are asked not to add any other documents(such as copy of passport, copy of degrees or certificate of professional experience, etc.). If necessary, these will be requested at a later stage.

Candidates will be informed of the follow-up of their application by the unit concerned.

**4. Conditions of the secondment**

The secondment will be governed by the **Commission Decision C(2008)6866 of 12/11/2008** laying down rules on the secondment to the Commission of national experts and national experts in professional training (SNE Decision).

The SNE will remain employed and remunerated by his/her employer during the secondment. He/she will equally remain covered by the national social security system.

Unless for cost-free SNE, allowances may be granted by the Commission to SNE fulfilling the conditions provided for in Art. 17 of the SNE decision.

During the secondment, SNE are subject to confidentiality, loyalty and absence of conflict of interest obligations, as provided for in Art. 6 and 7 of the SNE Decision.

If any document is inexact, incomplete or missing, the application may be cancelled.

Staff posted in a **European Union Delegation** are required to have a security clearance (up to SECRET UE/EU SECRET level according to Commission Decision (EU, Euratom) 2015/444 of 13 March 2015, OJ L 72, 17.03.2015, p. 53).

The selected candidate has the obligation to launch the vetting procedure before getting the secondment confirmation.

**5. Processing of personal data**

The selection, secondment and termination of the secondment of a national expert requires the Commission (the competent services of DG HR, DG BUDG, PMO and the DG concerned) to process personal data concerning the person to be seconded, under the responsibility of the Head of Unit of DG HR.DDG.B4. The data processing is subject to the SNE Decision as well as the Regulation (EU) 2018/1725.

Data is kept by the competent services for 10 years after the secondment (2 years for not selected or not seconded experts).

You have specific rights as a ‘data subject’ under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or the right to data portability.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given below.

**Contact information**

* **The Data Controller**

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller, HR.DDG.B.4, HR-MAIL-B4@ec.europa.eu.

* **The Data Protection Officer (DPO) of the Commission**

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

* **The European Data Protection Supervisor (EDPS)**

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

To the attention of candidates from third countries: your personal data can be used for necessary checks.

1. These mentions are given on an indicative basis only (Art.4 of the SNE Decision). [↑](#footnote-ref-1)