ICT OPERATIONS EXPERT

(SRB/AD/2024/002)

Type of contract	Temporary agent
Function group and grade	AD6[1]
Duration of contract	3 years (renewable)
Area	Legal and Corporate Services Directorate, Corporate Services and IT Unit, IT Operations Team
Place of employment	Brussels, Belgium
Estimated monthly basic salary	€ 6 231.42
Deadline for applications	27/05/2024 at 12:00, Brussels time
Reserve list valid until	31/12/2024
Probation period	9 months

The SRB

The Single Resolution Board (SRB) is the central resolution authority within the Banking Union (BU). Together with the National Resolution Authorities (NRAs) of participating Member States (MS), it forms the Single Resolution Mechanism (SRM). The SRB works closely with the NRAs, the European Commission (EC), the European Central Bank (ECB), the European Banking Authority (EBA) and National Competent Authorities (NCAs). It contributes to safeguarding financial stability.

Its mission is to ensure an orderly resolution of failing banks with minimum impact on the real economy and on public finances of the participating Member States and beyond. Therefore, the SRB is granted with specific tasks and responsibilities to prepare for, and carry out, the resolution of banks that are failing or likely to fail.

The SRB is also responsible for managing the Single Resolution Fund, as established by the SRM Regulation, to ensure that medium-term funding support is available while a bank is being restructured and/or resolved.

The SRB is a self-financed agency of the European Union.

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[1] AD5 – AD7 for inter-agency mobility

Single Resolution Board

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The job

The SRB is organising a call for expressions of interest with a view to establishing a reserve list of Temporary Agents for the position of ICT Operations Expert.

1. Profile

As part of a multi-disciplinary IT-Operations team, the ICT Operations Expert will contribute to the design, deployment, operations and support of SRB's ICT Infrastructure, policies and processes in line with SRB's mission and objectives.

Please note that there are three different profiles included in this vacancy notice:

Profile 1: Linux System Engineer
Profile 2: Microsoft System Engineer
Profile 3: Microsoft SQL Database Administrator.

The specific criteria and competencies that are required for each profile are detailed in Section 3 – Selection criteria of the Vacancy Notice.

> **N.B.** **Candidates may apply for <u>only one profile</u> and they must clearly indicate for which of the three profiles they wish to apply at the beginning of their motivation letter.**
>
> **Each candidate should submit <u>only one</u> application (e-CV and motivation letter) via EU CV Online. If a candidate submits more than one application, only the most recent application submitted via EU CV Online will be accepted.**
>
> *Candidates who fail to clearly indicate in their motivation letter which profile they wish to apply for, will be disqualified from the selection procedure.*

1.1 Tasks

In particular, the jobholder will be asked to perform tasks in one of the following areas of IT Support and Infrastructure:

Profile 1: Linux System Engineer

Server imaging and patching:
- Design, build, and maintain Red Hat Linux server images according to industry best practices and SRB requirements.
- Design and execute patch management strategies to ensure system security and reliability.
- Monitor system performance, troubleshoot issues, and implement enhancements.
- Collaborate with the cybersecurity team to respond to vulnerabilities and ensure compliance with security standards.
- Automate routine maintenance tasks and image deployment processes to improve efficiency.
- Document system design, configuration, and maintenance procedures.

CI/CD and deployment:
- Design and maintain CI/CD pipelines to support software development and deployment processes.
- Implement automation tools and frameworks to streamline deployment and testing workflows.
- Work closely with development teams to integrate new software and system updates into existing infrastructure.

- Monitor deployment processes, troubleshoot deployment issues, and implement corrective measures.

- Optimize deployment workflows for scalability and speed, ensuring minimal downtime.

- Document CI/CD processes, including build, test, and deployment steps.

Profile 2: Microsoft System Engineer

Client-side:
- Create and maintain standardized Windows client images, ensuring they are updated with the latest patches and compliant with SRB policies.

- Implement and manage patch management processes to ensure timely application of critical updates while minimizing disruptions.

- Troubleshoot and resolve issues related to Windows client operating systems, imaging, and patching.

- Coordinate with the cybersecurity team to address vulnerabilities and enhance system security.

- Automate imaging and patching processes to increase efficiency and reduce human error.

- Document imaging and patching procedures, maintaining clear records for compliance and auditing purposes.

Server-side:
- Design, configure, and manage Windows Server environments, ensuring high availability and optimal performance.

- Implement and oversee server patch management strategies, ensuring systems are secure and up-to-date.

- Monitor server health, performing regular checks and addressing any issues that arise.

- Collaborate with network and cybersecurity teams to ensure server environments meet organizational security standards.

- Build and maintain automation scripts to streamline server management tasks.

- Document server infrastructure design, configuration, and maintenance process.

Profile 3: Microsoft SQL Database Administrator

- Install, configure, upgrade, and manage database servers and processes on Microsoft SQL Server.

- Ensure database security, availability, and performance by implementing best practices in monitoring, maintenance, and tuning.

- Coordinate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.

- Troubleshoot and resolve database problems, and provide technical support for application development teams.

- Create and maintain documentation regarding database configurations, architectures, and best practices.

- Implement and oversee database access and use policies, ensuring compliance with policies and regulations.

For all profiles:
- Carry out any other tasks requested by line management in the interest of the service.

Qualifications and Other requirements

2. Eligibility criteria

Only complete applications registered via EU CV ONLINE and before the deadline for applications as mentioned in this document will be considered. Applications must include a motivation letter and a CV, both submitted in English to be considered; applications received in other languages than English will not be considered eligible.

2.1 General conditions

By the closing date of this call, candidates must:

- be nationals of a Member State of the European Union;
- enjoy their full rights as citizens[2];
- have fulfilled any obligations imposed by national laws concerning military service;
- meet the character requirements for the duties involved;
- be physically fit to perform their duties[3].

2.2 Education

A level of education which corresponds to completed university studies of at least three years attested by a diploma in Computer Science, Information Systems, Telecommunications, Computer Engineering or another field related to the description of the duties.

Candidates must indicate in their applications the official graduation dates for all the diplomas they have obtained.

Only study titles that have been awarded in 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. In case of qualifications issued by authorities outside EU Member States, the proof of recognition of equivalence by the relevant EU Member State authorities must be specifically mentioned in the online application form under `Additional information'.

2.3 Experience

Candidates must have, at the closing date for applications, professional experience of at least three (3) years[4] (acquired after the education referred to in Section 2.2 Education) in a field relevant to this position.

2.4 Language skills

As the predominant working language of the SRB is English, candidates must have an excellent command of spoken and written English (note: native English speakers will be required to demonstrate the ability to work in a second EU language at interview stage). Candidates must also have a satisfactory knowledge of another official language of the European Union[5] to the extent necessary for the performance of his/her duties.

3. Selection criteria

N.B. For all selection criteria requiring professional experience, **please provide concrete examples in your application to prove your experience in the specific field each criterion refers to**. Professional experience in a specific field will not be taken into account unless concrete examples are provided.

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[2] Prior to the appointment, the successful candidate will be asked to provide a certificate of good conduct, confirming the absence of any criminal record.

[3] Before taking up his/her duties, the successful candidate will undergo a medical examination by one of the institutions' medical officers.

[4] Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to the profile in question. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be considered in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Fellowships, grants and PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once (e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period of the former).

[5] Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

Essential

3.1 Specific criteria

Profile 1: Linux System Engineer

- Suitability to perform the tasks described in Section 1.1;

- After obtaining the qualifications mentioned in Section 2.2 specified above, out of the three (3) years of professional experience indicated in Section 2.3, candidates must have acquired at least two (2) years of professional experience in the area of Linux system administration;

- Experience with Red Hat Linux operating systems, including experience in server imaging and patch management (Red Hat Satellite);

- Experience with configuration management tools (e.g., Terraform, Ansible);

- Experience in CI/CD tools (e.g., Bamboo, Bitbucket) and version control systems (e.g., Git);

- Experience with containerization technologies (e.g., Docker, Kubernetes).

Profile 2: Microsoft System Engineer

- Suitability to perform the tasks described in Section 1.1;

- After obtaining the qualifications mentioned in Section 2.2 specified above, out of the three (3) years of professional experience indicated in Section 2.3, candidates must have acquired at least two (2) years of professional experience in the area of Microsoft system administration;

- Experience with Windows operating systems and Microsoft deployment toolkits;

- Experience with Microsoft Active Directory and Group Policies;

- Experience in managing server roles, features, and server-related services within a Windows environment;

- Experience with Windows Server patch management and troubleshooting.

Profile 3: Microsoft SQL Database Administrator

- Suitability to perform the tasks described in Section 1.1;

- After obtaining the qualifications mentioned in Section 2.2 specified above, out of the three (3) years of professional experience indicated in Section 2.3, candidates must have acquired at least two (2) years of professional experience in the area of Microsoft SQL database administration;

- Experience in SQL Server installation, configuration, performance tuning, and maintenance;

- Experience in working with database structures, principles and best practices;

- Experience with database backup and recovery, replication, and high availability strategies;

- Experience with Windows server environments, including Microsoft Active Directory.

3.2 General competences (for all profiles)

- Excellent analytical and problem-solving skills and ability to think creatively;

- Ability to communicate technical or specialised information in an effective way to different audiences;

- Ability to work in a team, as well as independently in a fast-paced, changing environment;

- Excellent drafting skills;

- Ability to manage changing priorities, work under pressure and multitask;

- Ability to work in an international/multicultural environment.

Advantageous (for all profiles)

- Experience in scripting languages (e.g., Bash, Python, PowerShell, SQL scripting) for automation.

- Experience with virtualization technologies (e.g., VMWare).
- Experience with cloud platforms (e.g., AWS, Azure).
- Experience with enterprise backup solutions (e.g., Veeam).
- Certifications related to the mentioned products and technologies (please indicate the validity dates for your certifications).

The selection process

4. How to apply

Candidates must apply through the EU CV Online system[6] via this link:

https://ec.europa.eu/dgs/personnel_administration/open_applications/CV_Cand/index.cfm?fuseaction=premierAcces&langue=EN

Before applying, candidates should carefully check whether they meet all the eligibility criteria.

To be able to apply online via the EU CV online database, candidates must first create an account or sign in to an existing account. If not done already, candidates must first fill in the electronic CV, write the motivation letter and apply to the call for expressions of interest**.**

Applications shall be made in English to be considered.

> **N.B.** **Candidates may apply for only one profile and they must clearly indicate for which of the three profiles they wish to apply at the beginning of their motivation letter.**
>
> **Each candidate should submit only one application (e-CV and motivation letter) via EU CV Online. If a candidate submits more than one application, only the most recent application submitted via EU CV Online will be accepted.**
>
> *Candidates who fail to clearly indicate in their motivation letter which profile they wish to apply for, will be disqualified from the selection procedure.*

It is the sole responsibility of each applicant to complete ALL relevant fields of his/her online application and to submit it before the deadline for submission. All technical questions concerning EU CV online must be sent through the Contact page of EU CV online.

It is strongly advised not to wait until the last few days before the deadline for applying, since heavy internet traffic or connection difficulties could lead to problems.

Once the deadline has passed, candidates will no longer be able to register.

Deadline for applications: 27/05/2024 at midday (12:00 Brussels time).

No supporting documents are required at this stage – these will be required at a later stage.

On completion of the online registration, candidates will receive on screen a registration number, which they must note. This will be the reference number of the candidate in all matters concerning his/her application. **If the candidate does not receive a number, the application has not been registered.**

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[6] EU CV Online is the tool used by the European Commission for recruitment of staff on temporary basis.

After a correct submission of an application, candidates will receive an automated acknowledgement of receipt of their application to the email account indicated in their application. It is the candidate's responsibility to verify that he/she provided the correct e-mail address.

Candidates are invited to indicate any special arrangements that may be required if invited to attend the assessment.

If the candidate requires more information, he/she will have to send an e-mail to SRB-RECRUITMENT@srb.europa.eu.

5. Steps of the selection procedure

5.1 Admission to the selection procedure

After the deadline for online registration, the Selection Panel will verify the submitted applications against the eligibility criteria described in Section 2 "**Eligibility criteria**". Applications satisfying these conditions will then be assessed against the "**Selection criteria**" under Section 3.

5.2 Assessment of the eligible applications

The Selection Panel will analyse the motivation letters and CVs of eligible applicants with reference to:

- The **Selection Criteria** ("**Essential**" and "**Advantageous**")
- The overall assessment of the quality & suitability of the application based on the requirements of the post.

Upon completion of the assessment, the Selection Panel will establish a shortlist of candidates, best matching the needs of the Agency for the functions and duties mentioned in this vacancy notice and non-retained candidates will be notified of the status of their application.

5.3 Invitation to assessment phase

Following the evaluation of the applications, the most suitable candidates for the post will be invited to an assessment, which will be held in Brussels or remotely.

Details of the time, date and address of the assessment will be communicated to candidates in due time.

5.4 The assessment phase

An interview and a written test, and/or other tests with the Selection Panel will enable it to carry out an assessment of the candidate according to the "**Selection criteria**" described in Section 3.

The assessment phase will be conducted in English.

5.5 Verification of documents and scrutiny

The candidates' applications will be checked against supporting documents provided in order to confirm the accuracy and eligibility of the application.

The candidate will be disqualified from the selection process if at any stage of the procedure it is established that the information provided in the application has been knowingly falsified or incorrect.

You will also be disqualified if you:

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

5.6 Reserve list

The Selection Panel will place the most suitable eligible candidates on a draft reserve list. This draft will be submitted to the Chair of the SRB for approval. The adopted reserve list will be valid until 31/12/2024. The validity of the reserve list may be extended by decision of the Chair of the Board.

Candidates should note that inclusion on a reserve list does not imply any entitlement to employment in the SRB.

Prior to being offered a post, candidates on a reserve list may be required to undergo further evaluation by the SRB (e.g. including a further interview).

Other important information

6. General information

6.1 Equal opportunities

The SRB applies a policy of equal opportunities and accepts applications without discrimination on the ground of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6.2 Selection Panel

A Selection Panel will be appointed for this selection procedure and will be composed of at least 3 members (and alternates), including a member designated by the Staff Committee of the SRB.

The names of the Selection Panel members will be communicated to the shortlisted candidates in the invitation letter to their assessment.

Under no circumstances should candidates approach the Selection Panel, either directly or indirectly, concerning the selection procedure. The Selection Panel's internal proceedings are strictly confidential and any contact with its members is strictly forbidden. The Chair of the SRB reserves the right to disqualify any candidate who disregards these instructions.

6.3 Approximate timetable

The selection process may take some months to be completed; no information will be released during this period.

6.4 Appointment and conditions of employment

On the basis of the reserve list, successful candidates may be offered a contract as a Temporary Agent, AD6, in accordance with the SRB's Implementing Provisions on the employment of Temporary staff under Article 2f of the Conditions of employment of other servants of the European Union for an initial period of 3 years (including a probationary period of **nine** months).

The contract may be renewed for a further period of three years. After the second period, the contract may be renewed for an indefinite period.

The place of employment is Brussels (Belgium), where the SRB has its premises.

Temporary Agents will be required to demonstrate before their first promotion the ability to work in a third official language of the EU.

6.5 Remuneration

Successful candidates who are offered a contract of employment will, on entry into service, be placed in step 1 or step 2 of the relevant grade, according to the length of their professional experience. The basic monthly salaries for grade AD6, as at 1 July 2023 in Brussels, are:

- Step 1: € 6 231.42
- Step 2: € 6 493.29

In addition to the basic salary, staff members may be entitled to various allowances depending on their personal situation, such as expatriation allowance, household allowance, dependent child allowance, education allowance, etc. The salary is subject to a Community tax deducted at source and staff members are exempt of national taxation.

6.6 Protection of personal data

The purpose of processing the data submitted by candidates is to evaluate applications in view of possible recruitment at the SRB. The personal information requested by the SRB from candidates will be 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 (Official Journal of the European Union, L 295 of 21 November 2018). This applies in particular to the confidentiality and security of such data. In this regard, please see the Privacy statement.

6.7 Appeal procedure

If, at any stage of the selection procedure, an applicant considers that his/her interests have been prejudiced by a particular decision, s/he can take the following actions:

6.7.1 Request for review

Any candidate may send a request for review stating his/her reasons, within 10 calendar days from the date when the letter/e-mail notifying him/her of the decision was sent to him/her. Candidates can request the review by sending an email to: SRB-RECRUITMENT@srb.europa.eu.

6.7.2 Administrative complaint under Article 90(2) of the Staff Regulations of Officials of the European Union

Pursuant to Article 90(2) of the Staff Regulations of Officials of the European Union, any candidate may submit to the SRB a complaint against an act adversely affecting him/her. Any such complaint should be made to:

SRB Single Resolution Board
For the attention of the Chair of the SRB
Selection procedure: Ref. SRB/AD/2024/002
Treurenberg 22
B-1049 Brussels
BELGIUM

The complaint must be lodged within 3 months from the date on which the candidate is notified of the act adversely affecting him/her.

Should the complaint be rejected, the candidate may request judicial review of the act adversely affecting him/her pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations, before:

The General Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg
LUXEMBOURG
http://curia.europa.eu/jcms/jcms/Jo1_6308/

Any citizen of the European Union or any natural or legal person residing in a Member State may direct a complaint concerning instances of maladministration to the European Ombudsman pursuant to Article 228(1) of the Treaty on the Functioning of the European Union:

The European Ombudsman
1 avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex
FRANCE
http://www.ombudsman.europa.eu/start.faces

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 for lodging complaints or submitting an appeal before the General Court according to Article 270 of the Treaty on the Functioning of the European Union.