Moving Europe towards a sustainable and
safe railway system without frontiers.

Call for Applications for posts of IT Officers in the Agency's Units

Contract Agent 3(a) (FGIV) - with a further view to establish 3 reserve lists - ERA/CA/2023/001

I - JOB CONTENT
The Agency is looking for candidates to support the Agency's needs. Therefore, this call covers the following fields: › **Field 1: IT Officer – OPD – Registers;** › **Field 2: IT Officer – OPD – Data, Information and Governance;** › **Field 3**: **IT Officer.** Candidates may apply for <u>more than 1 field</u> and **must clearly indicate in their ERA application form for which field(s) they apply.** Candidates shall not be able to change the chosen field(s) after the submission of the ERA application form. The jobholders will work in the following Units: › Field 1: OPD Unit – Registers Team; › Field 2: OPD Unit – Data, Information and Governance Team; › Field 3: RSU Unit under the responsibility of the respective Head of Unit and Team Leader. **Main tasks and responsibilities <u>for the 3 fields</u>:** › To fulfil the objectives of the projects/services in own area of responsibility, in accordance with the Agency's standards and procedures; › To ensure the correct application of the applicable processes and procedures. **Main tasks and responsibilities <u>for the specific fields</u>:** *Field 1: IT Officer – OPD – Registers:* › To contribute to every phase of the SDLC (software development life cycle) (requirements gathering and analysis, design, implementation, testing, deployment, and maintenance) for the current registers systems; › To contribute to every support process (requests fulfilment, incident management, problem management, change management, release management and knowledge management) related to the provision of the register's services; › To contribute to the drafting of technical documentation and guides on the registers systems; › To liaise with and support internal and external stakeholders of the Agency in their interaction with the registers;

› To contribute to the evolutive maintenance of the registers by making innovative proposals aimed to provide additional value to the Agency stakeholders and fulfil the Agency mandate more efficiently.

Field 2: IT Officer – OPD – Data, Information and Governance:

› To contribute to every phase of the SDLC (software development life cycle) (requirements gathering and analysis, design, implementation, testing, deployment, and maintenance) for the future registers systems, based on linked data technologies and architectures;
› To contribute to every support process (requests fulfilment, incident management, problem management, change management, release management and knowledge management) related to the provision of the future register's services;
› To contribute to the drafting of technical documentation and guides on the future registers systems;
› To liaise with and support internal and external stakeholders of the Agency in their interaction with the future registers;
› To contribute to the evolutive maintenance of the future registers by making innovative proposals aimed to provide additional value to the Agency stakeholders and fulfil the Agency mandate more efficiently.

Field 3: IT Officer:

Delivery, service provision and support

› To develop and maintain applications based on cloud and on-prem solutions;
› To implement and maintain business process automation (BPA) solutions enabling the consumption of digital services;
› To deliver IT operational service outcomes as required;
› To receive, investigate and resolve incidents, problems and service requests;
› To establish and maintain a plan to enable the business and IT to respond to incidents and disruptions in order to continue operation of critical business processes and enquired IT services and maintain availability of information at a level acceptable to the Agency.

Building, acquisition and implementation

› To undertake market analysis, benchmarking, reference customer, exhibition, vendor visits and similar information gathering for upcoming initiatives and for staying up to date with latest developments and trends;
› For assigned projects, to handle project management work from all the five process groups "Initiating", Planning", "Executing", "Controlling" and "Closing";
› To apply project management methodologies (E.G., PM^2) and internal procedures when utilising tools, working with and producing documents and documentable items;
› To interface closely with the Agency's affected and sourcing units and the individual project's governance structure;
› To liaise with peers in other Agencies and EU institutions.

II - ELIGIBILITY CRITERIA

The selection procedure is open to candidates who satisfy **all** the following eligibility criteria, on the closing date for the submission of applications:

1. *General requirements:*

› Be a national of a Member State of the European Union[1], or a national of the European Economic Area (Iceland, Liechtenstein and Norway);
› Be entitled to the full rights as a citizen;
› Have fulfilled any obligations imposed by the applicable laws concerning military service[2];
› Meet the character requirements for the duties involved[3];
› Be physically fit to perform the duties linked to the post[4];
› Have a very good knowledge of an official language[5] of the European Union and a satisfactory knowledge of another official language[6] of the European Union to the extent necessary for the performance of the duties pertaining to the post;
› Be below the age at which staff of the EU is automatically retired, i.e. currently on the last day of the month in which he/she reaches the age of 66[7].

2. *Minimum qualifications:*

› Have a level of education which corresponds to completed university studies of at least 3 years attested by a diploma;
   OR
› Have where justified in the interests of the service, professional training of an equivalent level.

Only qualifications issued by EU Member State authorities or EEA (European Economic Area) authorities and qualifications recognized as equivalent by the relevant EU or EEA Member State authorities will be accepted.

III - SELECTION CRITERIA

The candidates meeting the eligibility criteria set out above, will be assessed and scored against **selection criteria**. Candidates not satisfying one or more selection criteria will not be immediately excluded from the selection.

Selection criteria used to assess the candidate's applications depending on **the chosen field(s)**:

Field 1: IT Officer – OPD – Registers:

› University studies in the field of Information Technologies or Computer Science or Computer Engineering or Data Science;
› Required knowledge of the English language[8];
› Minimum 5 years professional experience in Information Technologies;
› Minimum 3 years professional experience in Software Development;
› Minimum 3 years of professional experience in the different phases of the SDLC involving the following technologies, methodologies and architectures:

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[1] *The Member States of the European Union are : Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.*

[2] *If applicable*

[3] *Prior to engagement, the successful candidate will be required to provide a certificate confirming the absence of any criminal record*

[4] *Prior to engagement, the successful candidate shall be examined in a medical centre indicated by the Agency in order to confirm that the requirements of Article 13 of CEOS of EU are met*

[5] *Your mother tongue or another official EU language of which you have a very good knowledge corresponding to level C1 as defined in the Common European Framework of Reference for Languages (CEFR) http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr*

[6] *Knowledge of your second official EU language corresponding to at least level B2 as defined in the Common European Framework of Reference for Languages (CEFR) http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr*

[7] *See Article 52 (a) of the Staff Regulation of Officials for Temporary Agents, applicable to Contract Agents by analogy, Article 119 CEOS*

[8] *As the vehicular language of the Agency is English, minimum B2 level (in the 3 domains; Speaking, Writing and Understanding) in English is required*

1. .NET MVC web application framework;
2. Microsoft SQL Server databases;
3. Microsoft's TFS;
4. REST APIs;
5. Active Directory and Azure Active Directory;
6. DevOps methodologies;
7. Cloud technologies, in particular Azure;
8. Unit Testing.

› Knowledge on the first six technologies, methodologies and architectures enumerated for the Field 2 will be considered as an advantage.

Field 2: IT Officer – OPD – Data, Information and Governance:

› University studies in the field of Information Technologies or Computer Science or Computer Engineering or Data Science;
› Required knowledge of the English language[9];
› Minimum 5 years of professional experience in Information Technologies;
› Minimum 3 years of professional experience in Software Development;
› Minimum 3 years of professional experience in the different phases of the SDLC involving the following technologies, methodologies and architectures:

1. Ontological development and query languages (including OWL, RDF, SPARQL and GraphQL);
2. Graph databases (including OpenLink's Virtuoso and AWS Neptune);
3. Semantic web development;
4. Microservices architectural design;
5. Containerization (including Docker, Docker Swarm and Kubernetes);
6. Full-stack, front-end (React JS/Native) and back-end development (Python);
7. REST APIs;
8. Azure Active Directory;
9. DevOps metholologies;
10. Cloud technologies, in particular AWS and Azure;
11. Unit Testing.

› Knowledge on the first three technologies, methodologies and architectures enumerated for the Field 1 will be considered as an advantage.

Field 3: IT Officer:

› University studies in the field of Information Technologies or Computer Science or Computer Engineering or Data Science;
› Required knowledge of the English language[10];
› Minimum 3 years professional experience in software development;
› Professional experience in maintain business process automation (BPA) solutions;
› Knowledge and professional experience in Power Platform.

The educational/academic qualifications and the professional experiences must be described as precisely as possible in the ERA application form.

Only candidates who pass a minimum of 60% of the total points awarded for the selection criteria will be taken into consideration and invited for an interview and a written test.

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9 See point 8
10 See point 8

IV – INTERVIEW AND WRITTEN TEST

Candidates selected for the test phase including a structured interview and a written test will be assessed and scored on the basis of the following criteria:

For the interview: criteria relevant <u>for the 3 fields</u>:

Soft skills (only assessed during the oral interview)
› Motivation;
› Ability to work in a team;
› Analysis and problem solving;
› Service orientation skills.

<u>Hard skill</u>:
› Ability to communicate effectively in English.

For the interview: criteria relevant for the <u>Field 1: IT Officer – OPD – Registers</u>:

› Strong knowledge of SDLC in iterative waterfall and agile models;
› Strong knowledge of .NET MVC framework;
› Strong knowledge of T-SQL;
› Strong knowledge of REST APIs development;
› Strong knowledge of DevOps practices;
› Strong knowledge of Azure Cloud services.

For the interview: criteria relevant for the <u>Field 2: IT Officer – OPD – Data, Information and Governance</u>:

› Strong knowledge of SDLC in iterative waterfall and agile models;
› Strong knowledge of full-stack, front-end (React JS/Native) and back-end (Python) development;
› Strong knowledge of Graph DBs, including SPARKL and GraphQL;
› Strong knowledge of ontological development, including OWL and RDF;
› Strong knowledge of microservices architectures;
› Strong knowledge of containerization;
› Strong knowledge of REST APIs development;
› Strong knowledge of DevOps practices;
› Strong knowledge of AWS Cloud services.

For the interview: criteria relevant for the <u>Field 3: IT Officer</u>:

› Knowledge of business process automation (BPA) solutions;
› Knowledge of application integration exploiting cloud services;
› Knowledge of Microsoft technologies (SharePoint Online, D365, O365, Power Platform).

For the written test: criteria relevant <u>for all fields</u>:

› Knowledge and competencies related to the specific posts;
› Capability to summarize technical issues in a clear and comprehensive way;
› Conceptual and analytical skills (incl. business analytics);
› Ability to communicate effectively in written English.

The scores for the interviews and the written test are established as follows:

› Total score for the interview: **70 points** Minimum score to pass: **42 points (60% of 70 points)**
› Total score for the written test: **30 points** Minimum score to pass: **18 points (60% of 30 points)**

Candidates' written test shall <u>not</u> be assessed if the minimum score to pass during the interview is not reached.

For native English speakers, your ability to communicate in your second EU language will be tested during the interview. As this forms part of the general requirements stated above, any failure in proving the satisfactory level of your second EU language would lead to your exclusion from the selection.

IV – SUMMARY	
The Agency: Click here for the description of the Agency and its entities into the different EU languages	
Date of publication: 08/05/2023	*Deadline for applications:* 06/06/2023 (23.59 CET, Valenciennes local time)
Type of contract: Contract Agent 3(a) *Function group and grade:* FGIV	*Place of employment:* Valenciennes, France
Duration of contract: 4 years and may be renewed	*Monthly basic salary:* 3.877,45 EUR with a weighting factor of 16,8, % (from 01/07/2022) plus specific allowances where applicable
Applications to be sent by email only to mailbox: jobs@era.europa.eu until 06/06/2023 (23.59 CET, Valenciennes local time) at the latest	*Reserve lists:* The first 6 (indicative number) candidates will be placed on the reserve lists, for each field, which is valid until: 06/06/2025 with the possibility of extension
Application procedure: click here	*Selection procedure:* click here
Appeal and complaint procedures: click here	*Data protection:* click on Data protection | European Union Agency for Railways (europa.eu) and scroll down to "Selection and engagement of the Agency Staff (TA, CA, SNE and trainees) section"