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# Mobility between Union Agencies (IAM): Call for Applications for posts of IT Officers in the Agency's Units

## *Contract Agent 3(a) (FGIV) - IAM/ERA/CA/2023/001*

<i>The Agency:</i> Click <a href="#">here</a> for the description of the Agency and its entities into the different EU languages	
<i>Date of publication:</i> 08/05/2023	<i>Deadline for applications:</i> 06/06/2023 (23.59 CET, Valenciennes local time)
<i>Type of contract:</i> CA 3(ac). See below	<i>Applications to be sent by email only to mailbox:</i> <a href="mailto:jobs@era.europa.eu">jobs@era.europa.eu</a> until 06/06/2023 (23.59 CET, Valenciennes local time) at the latest
<i>Appeal and complaint procedures:</i> click <a href="#">here</a>	<i>Data protection:</i> click on <a href="#">Data protection   European Union Agency for Railways (europa.eu)</a> and scroll down to "Selection and engagement of the Agency Staff (TA, CA, SNE and trainees) section"

<p><b><i>I - JOB CONTENT</i></b></p> <p>The Agency is looking for candidates to support the Agency's needs. Therefore, this call covers the following fields:</p> <ul style="list-style-type: none"> <li>› <b>Field 1: IT Officer – OPD – Registers;</b></li> <li>› <b>Field 2: IT Officer – OPD – Data, Information and Governance;</b></li> <li>› <b>Field 3: IT Officer.</b></li> </ul> <p>Candidates may apply for <u>more than 1 field</u> and <b>must clearly indicate in their ERA application form for which field(s) they apply</b>. Candidates shall not be able to change the chosen field(s) after the submission of the ERA application form.</p> <p>The jobholders will work in the following Units:</p> <ul style="list-style-type: none"> <li>› Field 1: <a href="#">OPD Unit</a> – Registers Team;</li> <li>› Field 2: <a href="#">OPD Unit</a> – Data, Information and Governance Team;</li> <li>› Field 3: <a href="#">RSU Unit</a></li> </ul> <p>under the responsibility of the respective Head of Unit and Team Leader.</p> <p><b>Main tasks and responsibilities for the 3 fields:</b></p> <ul style="list-style-type: none"> <li>› To fulfil the objectives of the projects/services in own area of responsibility, in accordance with the Agency's standards and procedures;</li> <li>› To ensure the correct application of the applicable processes and procedures.</li> </ul>
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**Main tasks and responsibilities for the specific fields:****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<sup>2</sup>) 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

To be considered eligible, candidates must satisfy all the eligibility criteria as specified below on the closing date for the submission of applications:

- › Be a contract agent 3(a) or 3(b) who, on the closing date for the submission of applications and on the day of filling the vacant post, are engaged within the Agency in the function group corresponding to the published function group;
- › Have served for at least 3 years as contract staff in a Union Agency or Institution.

## 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<sup>1</sup>;
- › 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:
  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.

<sup>1</sup> As the vehicular language of the Agency is English, minimum B2 level (in the 3 domains; Speaking, Writing and Understanding) in English is required

**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<sup>2</sup>;
- › 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 methodologies;
  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<sup>3</sup>;
- › 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.

**IV – INTERVIEW and WRITTEN TEST (if applicable)**

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 for the 3 fields:*****Soft skills (only assessed during the oral interview)**

- › Motivation;

<sup>2</sup> See point 8

<sup>3</sup> See point 8

- › Ability to work in a team;
- › Analysis and problem solving;
- › Service orientation skills.

**Hard skill:**

- › Ability to communicate effectively in English.

**For the interview: criteria relevant for the Field 1: IT Officer – OPD – Registers:**

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

- › 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 Field 3: IT Officer:**

- › 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 for all fields:**

- › 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 interview and the written test (if applicable) shall be done in 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 not 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.

**APPLICATION PROCEDURE**

For applications **to be valid**, the candidates must submit:

- › The ERA application form duly completed on the closing date for the submission of applications;
- › A copy of their current contract of employment.

**Failure to comply with the above instructions will result in the exclusion from the selection procedure.**

The vehicular language of the Agency being English, candidates are encouraged to apply in English to facilitate the selection process.

Applications must be sent by email to mailbox [jobs@era.europa.eu](mailto:jobs@era.europa.eu) clearly indicating the call for applications reference number in the subject line.

Please note that applications submitted by fax or postal mail shall not be taken into consideration.

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

It is forbidden for candidates to make direct or indirect contact with the members of the Selection Committee, or for anyone to do so on their behalf. The Authority Authorised to Conclude Contracts by delegation (hereinafter AACC) or his delegate reserves the right to disqualify any candidate who disregards this instruction.

**SELECTION PROCEDURE**

The selection will be organised as below:

1. The AACC sets up a Selection Committee which is available on the ERA Website;
2. The Selection Committee will check the submitted applications against the specific conditions described in the 'Eligibility criteria' section in the Call for applications;
3. Applications satisfying these conditions will then be assessed and scored against the selection criteria described in the 'Selection criteria' section in the Call for applications;
4. Only candidates who pass a minimum of 60% of the total points awarded for the selection criteria are taken into consideration. From this list, the Selection Committee shortlists candidates with the highest scores to be invited for the interview and a written test;
5. Before engaging a contract agent, the AACC examines whether the candidate has any personal interest such as to impair his/her independence or any other conflict of interest. The candidate shall inform the AACC or his delegate, using a specific form of any actual or potential conflict of interest. If necessary, the AACC shall take any appropriate measures;
6. The Agency applies very strict rules on conflict of interest. Given the special and specific nature of the work undertaken by ERA, specific rules on conflict of interests applicable to staff members have been adopted by the Management Board. For more information please refer to [Decision N° 199](#) of the Management Board Adopting the Framework for Good Administrative Behaviour dated 6 June 2019 and its Annex. Applicants must confirm their willingness to comply with these rules in their application form.
7. Under no circumstances should candidates approach the selection committee, directly or indirectly, concerning this engagement. The AACC reserves the right to disqualify any candidate who disregards this instruction.

**CONTRACTUAL CONDITIONS**

1. The Agency and the selected Contract Agent shall conclude a contract of employment which ensures continuation of his/her employment and career in the category of contract agent 3(a). That contract shall be concluded without interruption of the contract concluded with the agency of origin (“the preceding contract”) and shall fulfil the following requirements, in particular:
  - › The same grade and the same seniority in the grade as the preceding contract;
  - › The same step and the same seniority in the step as the preceding contract.
2. The end dates of the contract concluded with the Agency and of the preceding contract shall be the same. If the contract with the agency of origin was for an indefinite period, the member of contract staff 3(a) shall also be engaged by the Agency for an indefinite period;  
In the event that the preceding contract comes to its natural end on the day of the move, the duration of the contract concluded shall be the same as that the Agency would have set in case of a renewal of one of its own Contract Agent 3(a);  
A contract of employment concluded following interagency mobility shall not be considered as a renewal unless it ends at a later date than the previous contract, in which case it shall be treated as a renewal;
3. The Contract Agent 3(a) shall not serve a probationary period in the Agency;
4. The selected Contract Agent 3(a) shall take up duty in the Agency in principle three months after the job offer, unless it is otherwise agreed between the two agencies and the staff member concerned;
5. The agency of origin shall transfer the personnel file to our Agency no later than 30 days after the date of the move;
6. **The rights and entitlements inherent to the country of employment (i.e. France) will be adapted accordingly.**