



VACANCY NOTICE

IT Assistant Support Officer

Fusion for Energy (F4E), in its Broader Approach Programme & Delivery (BA) Department offices in Garching bei München, Germany, is hiring an **IT (Information Technology) Assistant Support Officer**, who will play a key role in supporting F4E's contribution to the enhancement and operation of the three BA Projects JT-60SA, IFMIF/EVEDA, and IFERC.

| Reference | Grade | Location | Closing date |
|-----------------------|---------------------|--|-------------------------------|
| F4E/CA/FGII/2021/0144 | Contract Agent FGII | Garching bei München, Germany ⁱ | 24/05/2021 - 12:00 noon (CET) |

Is this job for you?

If you are an ICT professional, have a service oriented attitude and want to work on an international project in a multicultural environment, this job may be for you.

Why F4E?

F4E, a European Union Joint Undertaking headquartered in Barcelona with offices in Garching bei München (Germany) and Cadarache (France). The focus of F4E is to supply the European contributions to ITER (in Cadarache, France) and the BA Projects (located in Japan).

The BA Programme and Delivery Department is accountable and responsible for delivering Europe's contribution to the Satellite Tokamak (JT-60SA), International Fusion Materials Irradiation Facility preparatory validation activities (IFMIF/EVEDA) and International Fusion Energy Research Centre (IFERC) projects under the Broader Approach Agreement. The BA Department takes responsibility for the definition of the annual and multi-annual planning documents developed with Japanese counterparts in the Integrated Project Team of each project. It is also responsible for contract specifications for contracts placed directly by F4E, and coordinates European in-kind contributions to the three BA projects.

Additional information may be found in the websites below: <https://fusionforenergy.europa.eu/other-projects/>; <https://www.jt60sa.org/>; <https://www.ifmif.org/>; <https://www.iferc.org/>.

Your key areas of impact

As a member of the BA Department, under the supervision of and reporting to the Head of the BA Department, with the ICT Head of Unit as matrix manager, the **IT Assistant Support Officer** will be part of the team offering IT support to the Department.

Among other supporting tasks, the successful candidate will:

- Serve as the first point of contact for customers seeking technical assistance and provide relevant operational support (e.g. related to functioning of the desktops, laptops and peripherals such as backup devices, (network) printers, scanners, etc);
- Provide support in the set up and configuration of computers for new users and in the installation of new (or update existing) software or hardware;
- Provide support in terms of any physical work relating to the computers such as repairing hardware and moving workstations to other locations;
- Provide general assistance to the IT infrastructure day-to-day operations;
- Liaise with the ICT Unit of the F4E headquarters in Barcelona, and of F4E offices in Japan to fix issues of implementation of common software and network access;
- Provide support in the preparation of orders for new software and hardware including correct information on prices;
- Maintain databases regarding the status and availability of ICT assets of the Office.

What can we offer you?

Life in Garching bei München (Bavaria, Germany)

Garching bei München is the home of several research institutes and scientific experiment facilities and is directly connected to Munich by metro (15 km). Munich is one of Germany's strongest economist centres, strategically located in the centre of Europe, near the Alps with plenty of green spaces. Served by an international airport, with a European School (including kindergarten, primary and secondary school), very diverse offerings of leisure activities, a major European centre of arts, architecture, culture and science, makes Munich a great place to live. Located in the Bavaria region famous for its idyllic lakes, picturesque old towns, extensive vineyards, medieval towns, mythical palaces, castles and caves. It is a holiday region with Germany's highest mountains and largest forested area in Europe.

Salary and benefits

As an indication, the basic monthly salary, for grade CA FGII (grade 4) is currently €2,169.66 (Salaries are exempt from national tax). In addition to the basic salary, staff members may be entitled to various allowances, in particular a household allowance, expatriation allowance (16% of basic salary and household allowance), dependent child allowance and education allowance. The salaries of contract agents are subject to a community tax deducted at source and are exempt from national taxation.

Where you would need to relocate, you would normally benefit from relocation and removal reimbursements.

Work-life balance

F4E enables staff members to reconcile family and professional life by offering flexible work arrangements.

F4E staff members enjoy a basic entitlement of 24 days of annual leave as well as +/- 18 statutory public holidays per annum. Additional leave days may be granted for age and distance from the place of origin.

How will we evaluate your application?

A Eligibility Criteria - you can apply if:

A1. You fulfil five general requirements

1. Being a citizen of one of the Member States of the European Union or of a third state fully associated with the Euratom fusion programme.
2. Enjoying your full rights as a citizenⁱⁱ.
3. Have fulfilled the obligations imposed on you by the laws of your home country concerning military service.
4. Producing the appropriate character references as to your suitability for the performance of your duties.
5. Being physically fit to perform your dutiesⁱⁱⁱ.

A2. Your Education & Experience are in line with our requirements^{iv}

On the closing date of the application process, you must have:

A level of post-secondary education attested by a diploma

OR

A level of secondary education attested by a diploma giving access to post-secondary education and, after having obtained the diploma, appropriate professional experience of at least three years.

A3. Your Language Skills are developed

You must produce evidence of excellent written and spoken communications in English and of a satisfactory knowledge of another official language of the European Union.

B Your Qualifications and Experience

B1. It is essential that your professional history cover the following areas

- Good understanding of the administration of Windows Operating Systems.
- Capacity in setting up videoconferencing systems and tele-conferencing platforms.
- Ability in using internet technologies for implementing internal networks or interconnecting networks.
- Knowledge and experience of configuring and (optical) cabling network equipment such as routers, hubs, firewalls, proxy servers, remote access servers, authentication, etc.
- Knowledge and experience of basic network security, including user authentication, access right management, virus protection.
- Good working knowledge of English, the main working language of the Joint Undertaking.

B2. Advantageous Selection Criteria

In addition to the above, the following criteria will be taken into account:

- Knowledge of the Linux operating environments and their integration in a Windows backbone.
- Hands-on experience in analyzing network problems, developments and security, and monitoring of the network to ensure its availability to system users.
- Knowledge of LAN/WAN protocols and services (Switching Ethernet, VLAN, Fast Ethernet / Gigabit Ethernet, VSAT).
- Post-secondary IT school diploma.
- Good knowledge of read, written and spoken German.

B3. Competencies

The following competences will also be assessed:

- Ability to build and maintain good working relationships as part of a team.
- Service-oriented attitude.
- Ability to work under pressure and high level of discretion.

Submission of applications

The online application process starts upon clicking “**CLICK TO APPLY**” next to a vacancy of your interest on the Open Positions page: <https://jobs.f4e.europa.eu/>

You must register your application online through the F4E E-recruitment tool by creating a valid F4E user account and submitting the documents mentioned below.

Please note that the online e-recruitment application tool is the only acceptable means of submitting/sending in job applications. You are responsible for keeping your e-mail addresses and personal details up to date in your profile in the F4E online application tool.

The mandatory fields in the profile marked with an asterisk should be duly filled in and you are requested to submit the following two documents:

- A detailed Europass Curriculum Vitae in **English** (can be obtained at the following address: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>)
- A motivation letter of 2 pages maximum in English

Applications must be complete and validly submitted by the closing date for submission of applications
No later than 24/05/2021 at 12h00 noon Barcelona time.

In case you encounter technical problems when trying to submit your application via the e-Recruitment tool, please take a screenshot and send it to hr-selections@f4e.europa.eu. It is your responsibility to inform F4E about any technical problem immediately, within the deadline mentioned above.

Please, do not send any supporting documents (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.) with your application at this stage if not specified in the Vacancy Notice.

Conditions of employment

Successful candidates will be placed on a Reserve List, and one of the candidates thereon may be offered this position.

For more information on the selection process of Contract Agents and on the contractual and working conditions, please, refer to the [“Guide for applicants”](#) published on the F4E website along with this Vacancy Notice and the [Conditions of employment of Other Servants of the European Communities](#).

We are committed to Diversity & Inclusion

Fusion for Energy is an equal opportunities employer and takes care to avoid any form of discrimination. As part of its commitment to diversity, gender equality and geographical distribution, F4E strongly encourages applications from female candidates and applies a policy of equal opportunities. It does not discriminate against anyone on grounds of gender, race, colour, ethnic or social origin, genetic features, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability or sexual orientation. Fusion for Energy offers measures to reconcile professional and private life and will provide reasonable adjustments at the workplace for persons with disabilities.

How is your data protected?

‘Fusion for Energy’ as the body responsible for organizing the selection process, will ensure that your personal data are 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC Text with EEA relevance. This applies in particular to the confidentiality and security of such data. Personal data shall be processed solely for the purpose of the selection procedure.

You have the right to access and rectify your data. To update your CV and/or Motivation Letter and rectify any incorrect or inaccurate data, please login into your e-recruitment profile before the deadline for submission of the applications elapses.

After the deadline for applications has elapsed, this right will be limited to the rectification of identification details and contact information only.

Vacancy published on F4E website on 21/04/2021.

ⁱ Given the needs of the organisation, the candidate may be offered a position at any of the other F4E working places.

ii Prior to any appointment, the successful candidate will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

iii Before their appointment, the candidate shall be medically examined in line with requirement of Article 12(2) (d) of the Conditions of employment of other servants of the European Communities.

iv Only study titles that have been awarded by the Members of the Joint Undertaking or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.