

**VACANCY NOTICE**  
**F4E/CA/FGIII/2011/0063**  
**(Contract Agent – FG III)**

<b>POSITION TITLE</b>	<b>IT SERVICE DESK SUPPORT ASSISTANT(F/M)</b>
<b>FUNCTION GROUP</b>	<b>III</b>
<b>LOCATION</b>	<b>BARCELONA, SPAIN</b>
<b>CLOSING DATE FOR APPLICATIONS</b>	<b>30/09/2011</b>

## **1. THE ORGANISATION**

The European Joint Undertaking for ITER and the Development of Fusion Energy ('Fusion for Energy' or F4E) plays a key role in realising fusion as a possible future source of energy by providing the European contributions to the ITER International fusion energy project and the Broader Approach Agreement with Japan as well as by preparing for the construction of a demonstration fusion reactor.

In its role as the Euratom Domestic Agency for ITER, F4E:

- Oversees preparation of the ITER project site in Cadarache, France;
- Provides in kind components, equipment, materials and other resources to ITER;
- Manages procurement arrangements with ITER;
- Coordinates Euratom's participation in the scientific exploitation of ITER;
- Provides for the implementation of R&D activities in support ITER;
- Provides Euratom's financial contribution to ITER;
- Provides arrangements to make human resources available for ITER.

In its role as the Implementing Agency for the Broader Approach Agreement with Japan, F4E:

- Provides components, equipment and other resources for the Broader Approach (BA);
- Coordinates Euratom's participation in the Broader Approach implementation;
- Provides for the implementation of associated R&D activities;
- Provides the Euratom financial contribution to the Broader Approach;
- Arranges to make human resources available for the Broader Approach.

In preparation for the construction of a demonstration fusion reactor (DEMO) and related facilities including the International Fusion Materials Irradiation Facility (IFMIF), F4E will implement a programme of research, development and design activities.

For further information about the structure and tasks of F4E, please consult the website at <http://fusionforenergy.europa.eu>

## **2. JOB DESCRIPTION – RESPONSIBILITIES**

**THE EUROPEAN JOINT UNDERTAKING FOR ITER AND THE DEVELOPMENT OF FUSION ENERGY**

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<http://fusionforenergy.europa.eu>

As a member of the Administration Department of 'Fusion for Energy', and directly reporting to the Leader/Co-ordinator of the IT Group, the IT Service Desk Support Assistant will contribute to the provisioning of IT technical support to F4E members of staff. He/she will work in the F4E IT Service Desk group.

The IT Team in the F4E Administration Department has built a state of the art IT Infrastructure to offer services to internal and external users.

F4E users' platform is mainly based on MS Windows (Windows XP and Windows 7).

The F4E IT Service Desk group is the single point of contact for end users to request for IT support.

Its main tasks are the following:

- Prepare, install, maintain, operate and administer all desktop and laptop computer equipment of F4E;
- Ensure that the HW and SW provided to users is compliant with the set targets in security and performance;
- Provide printer service support: printer installation, troubleshooting;
- Provide video conference service support: end-point video conference devices and end-user support;
- Perform market survey in order to know market trends and new products;
- Monitor service availability and perform corrective actions whenever required;
- Perform Application administration whenever agreed with business owners;
- Perform training activities on the provided IT Services;
- Make use in a professional way of the Service Desk tools made available by F4E and provide reports to line managers;
- Receive and document user service requests and service incidents and process them within the agreed service levels. Coordinate user requests and incidents with other next level supporting groups and keeps users informed about the status of reported requests and incidents.

Among other tasks, the IT Service Desk Support Assistant, will

- Provide, as member of the IT Service Desk of F4E, first-level response and technical assistance to the users of the organization;
- Log service requests and incidents into F4E ITSM Incident Management tool; keep the tool updated and generate activity reports and statistics to management;
- Troubleshoot and solve or escalate technical problems to second level, determine appropriate action and keep management informed as needed;
- Assure the maintenance and upgrade of desktops, laptops, and peripherals such as printers, videoconference equipment, etc.;
- Carry out service requests such as setting up and configuring IT equipment for new users;
- Be responsible for the ITIL Incident Management process implementation at F4E and the related customization in F4E ITSM software tool.
- Collaborate and provide assistance to the day-to-day operations of the IT Team;
- Provide assistance for any other task related to the desktop and laptop computers such as installing special software or moving computers to other locations;

### **3. GENERAL CONDITIONS**

## **A. ELIGIBILITY CRITERIA**

A1. In order to be eligible the candidate must:

- Be a citizen of one of the Member States of the European Union or of a Third state fully associated with the Euratom fusion programme (Switzerland).
- Enjoy his/her full rights as a citizen.<sup>1</sup>
- Have fulfilled the obligations imposed on them by the laws of their home country concerning military service.
- Meet the character requirements for the duties involved.
- Be physically fit to perform their duties<sup>2</sup>.

A2. On the closing date for registration, the candidate must possess the following minimum qualifications:

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 3 years.

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.

A3. The candidate must possess a thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties.

## **B. QUALIFICATIONS AND EXPERIENCE REQUIRED**

B1 Essential Selection Criteria

- Proven experience of at least 3 years in providing first level IT Service Desk support;
- Good knowledge of the most common office applications (MS Office applications, etc) and software such as
- MS Internet Explorer 8, Firefox 3.5 and email software (MS Outlook) and successive versions;
- Strong experience of PC hardware support and/or troubleshooting;
- Knowledge and experience of Windows XP and Windows 7 Operative Systems and related administration tools;
- Knowledge of IT network technologies (TCP/IP, LAN, WIFI, etc);
- Experience in administering and supporting video conferencing systems;
- Very good service-oriented attitude;
- Ability to work under pressure and manage his/her priorities;
- Ability to build and maintain good working relationships as part of a team;

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<sup>1</sup> 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.

<sup>2</sup> Before his/her appointment, the candidate shall be medically examined in line with requirement of Article 82(3)(d) of the Conditions of employment of other servants of the European Communities.

- Ability to integrate into an international and multicultural environment;
- Good command of both written and spoken English, the working language of ITER Project.

## B2 Advantageous Selection Criteria

- Knowledge of Microsoft System Center;
- Knowledge of Easyvista application;
- Knowledge of ITIL methodology and incident management processes
- ITIL Foundation v3 Certification;
- Working experience in a European or international environment

## 4. CONDITIONS OF EMPLOYMENT

A contract offer will be made as a Contract staff member, pursuant to Article 3a) of the Conditions of Employment of other Servants of the European Communities, for an initial period of three years, with the possibility of renewal. The probationary period is 9 months.

The successful candidate will be recruited in **function group III (FG III)**. The grade (8, 9 or 10) will be determined in accordance with the years of professional experience. **As an indication, the basic monthly salary, before any deductions or allowances for FG III (grade 8 step 1) is currently 2.457,08€.**

For further information on remuneration for contract agents, visit:

[http://ec.europa.eu/civil\\_service/job/contract/index\\_en.htm](http://ec.europa.eu/civil_service/job/contract/index_en.htm)

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 salary is subject to a reasonable Community tax deducted at source and staff members are exempt of national taxation.

The European Institutions have their own social security and pension scheme.

Under certain circumstances, in particular where the jobholder is obliged to change his/her place of residence in order to take up employment, 'Fusion for Energy' may also reimburse various expenses incurred on recruitment, notably removal expenses.

The place of employment is **Barcelona, Spain**.

Given the need of the organisation and upon the agreement of the candidate, the place of employment might also be any of the other F4E working places: Garching (Germany) or Cadarache (France).

For reasons related to the 'Fusion for Energy' operational requirements, the candidate will be required to be available at short notice.

## 5. SELECTION PROCEDURE

A Selection Committee will be set up for the selection process. The eligibility of candidates will be assessed by the Committee according to compliance with all formal requirements by the closing date for the submission of applications. Any applications which do not meet the requirements specified in a vacancy notice (i.e. incomplete applications, applications submitted after the deadline or which do not meet the detailed criteria listed under 'the eligibility criteria') will be rejected.

Eligible candidates who meet all essential selection criteria and have the best profiles for the specific needs will be invited for an interview, which will be held mainly in English. Candidates invited for an

interview will be requested to present for verification all documents supporting every educational achievement and work experience they have referred to in the application.

The interview will focus in particular on the candidate's specialist knowledge in the field of the selection and his/her knowledge of the main developments in European integration and Community policies. The interview is also designed to evaluate his/her linguistic skills and ability to adjust to working in a multicultural environment.

The interview sessions will be held in **Barcelona, Spain**.

**Please note that the Selection Committee's work and deliberations are strictly confidential and that any contact with its members is strictly forbidden.**

After the interviews, the Selection Committee will draw up a reserve list with the most suitable candidates, which will be adopted by the Appointing Authority and will be valid until 31 December 2012 and may be extended. As soon as this decision is taken, successful candidates will be informed. However, candidates should note that inclusion in the reserve list does not guarantee recruitment.

Please note that a binding commitment can only be made after verification of all conditions and will take form of a contract signed by the Director of 'Fusion for Energy', on proposal by the Selection Committee. If at any stage of the procedure it is established that any of the information a candidate provided is incorrect, this candidate will be disqualified.

The present vacancy notice is subject to the availability of budget and posts in the establishment plan of the Joint Undertaking, as decided by the EU budgetary authority.

## **6. GENERAL INFORMATION**

### **Commitment to promote equal opportunities**

'Fusion for Energy' is an equal opportunities employer and strongly encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction whatsoever on grounds of nationality, age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities, marital status or other family situation.

### **Approximate timetable**

As a rough guide only, the selection procedure can take up to 6 months from the date on which it was published to establishment of a reserve list.

### **Communication with applicants**

Taking into account the nature of the duties, and in order to facilitate the selection process, all communications to candidates concerning the selection procedures will be by email and in English only. Applicants are advised to check their e-mail regularly to see whether they have received any communication and also update their profiles in the e-recruitment tool in the event of any change in their contact details. All enquiries or requests for information or documentation in relation to selection procedures should be addressed to 'Fusion for Energy' HR Selections Team by e-mail to:

[hr-selections@f4e.europa.eu](mailto:hr-selections@f4e.europa.eu)

### **Reimbursement of travel expenses**

Travel expenses incurred for interviews will be reimbursed by 'Fusion for Energy' according to its rules for the reimbursement of travel expenses sent along with the letter inviting to an interview.

### **Protection of personal data - Privacy notice**

'Fusion for Energy' as the body responsible for organizing the selection process, will ensure that applicants' personal data are processed as required by Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of

such data. 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.

Applicants have the right to access and rectify their data. In order to update your CV and/or Motivation Letter and rectify any incorrect or inaccurate data, please send an email to [hr-selections@f4e.europa.eu](mailto:hr-selections@f4e.europa.eu) **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.

Should the applicant have any query concerning the processing of his/her personal data, he/she shall address them to the following address: [Resources-Controller@f4e.europa.eu](mailto:Resources-Controller@f4e.europa.eu)

## **Appeal and Complaint procedures**

Applicants that consider that he/she has been adversely affected by a particular decision regarding this selection can lodge a complaint. For further details on how to proceed, please consult the appropriate document published on our website.

## **7. 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:

<http://fusionforenergy.europa.eu/careers/vacancies.aspx>

Applicants must register their applications online through the F4E E-recruitment tool by creating a valid F4E user account.

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

The mandatory fields in the profile marked with an asterisk should be duly filled in and the candidates are requested to submit the following 2 documents:

- A detailed curriculum vitae in **European format in English** (that can be obtained at the following address:  
<http://europass.cedefop.europa.eu/europass/home/hornav/Downloads.csp>
- 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 30/09/2011 at 12h00 noon, Barcelona GMT+1.**

**In case you encounter technical problems when trying to submit your application via the e-Recruitment tool, please make a screenshot and send it to: [e-recruitment@f4e.europa.eu](mailto:e-recruitment@f4e.europa.eu)**

**It is the responsibility of the applicant to inform ‘Fusion for Energy’ about any technical problem without delay 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.**