

EUROPEAN FOUNDATION FOR THE IMPROVEMENT OF
LIVING AND WORKING CONDITIONS (EUROFOUND)

Notice of Open Selection Procedure:

Reference	EF-TA-24-05
Type of contract	Temporary Agent (TA2f) ¹
Function group	AST 04
Initial contract duration	5 years (renewable)
Place of employment	Dublin, Ireland
Deadline for applications:	18.12.2024

I. AGENCY INFORMATION

Eurofound is an agency of the European Union, based in Dublin, Ireland, which provides knowledge to assist in the development of social and work-related policies for key actors in the field of EU social policy and for the citizens of Europe. For more information on Eurofound's activities, please visit: www.eurofound.europa.eu.

Eurofound is committed to diversity and inclusion in the workplace. As a knowledge organisation it fosters life-long learning opportunities for the development of its employees, in alignment with the organisation's principles and objectives: the improvement of living and working conditions. We are serious about environmental sustainability and - in 2021 - introduced an environmental management system to be registered under the EU Eco-Management and Audit Scheme (EMAS).

Eurofound is recruiting an open selection procedure to establish a reserve list from which to recruit a candidate to the role of:

IT Systems Specialist

Applications from professionals all over the European Union are welcome in line with Eurofound's equal opportunities policy.

The place of employment is Dublin and residence within reasonable distance of Eurofound's office will be required in accordance with the Staff Regulations (Article 20).

II. JOB CONTEXT & DUTIES

Reporting to the Head of ICT, the IT Systems Specialist will be based in the ICT sector as part of Eurofound's Resources Unit. The duties of the role will be to ensure our systems run smoothly and efficiently by improving the management of our hybrid cloud infrastructure, as well as contributing to the automation of business processes. Candidates successfully placed in the reserve list might be offered a job in any other Unit in Eurofound.

The duties of the post include:

¹ see Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union at <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

- System administration: install, configure, manage, and maintain Microsoft systems in a hybrid cloud environment, focusing on Azure resources, including virtual machines, storage, and networking.
- Security management: implement security protocols to protect data and applications, ensuring compliance with IT security requirements and best practices.
- Monitoring: ensure reliable monitoring and alerting for systems infrastructure, troubleshoot and optimize cloud resources for performance and cost-effectiveness, while ensuring reliable system performance and security.
- User Support & Training: provide technical support and training to end-users on Microsoft systems and automation tools, empowering staff in technology usage.
- Automation: participate in the ongoing effort to streamline processes, implement workflows, and increase the use of automation.
- Documentation: maintain accurate documentation of processes, configurations, and standard operating procedures; provide regular performance and incident reports.
- Compliance & Best Practices: stay current with industry trends, regularly review security policies, and ensure alignment with compliance standards.
- Other relevant tasks, as required by the Head of Sector.

III. QUALIFICATIONS AND EXPERIENCE REQUIRED

The selection procedure is open to candidates who, by the closing date for applications, fulfil the following conditions:

1. ELIGIBILITY CRITERIA

Candidates will be considered eligible for selection based on the fulfilment of the following formal criteria by the deadline of applications:

- Citizenship of one of the Member States of the European Union;
- Be entitled to full rights as an EU citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Possesses a thorough knowledge of one official language of the European Union and a satisfactory knowledge (level B2) of another language of the Union. As English is the daily working language of Eurofound, a high level of proficiency in English (C1) is required to a level necessary for the performance of the duties²;
- 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 appropriate professional experience of at least three years, or
- In exceptional circumstances and where justified in the interest of the service, professional training or professional experience of an equivalent level (related to the nature of the tasks and qualifications indicated in the Job Description).
- Possession (by the closing date for applications) of at least 9 years of proven full-time professional experience after the diploma was awarded and after the conditions described in criterion a) above are fulfilled;
- Meet the personal and professional requirements for the duties involved;
- Be physically fit to perform the duties of the post described above.

2. SELECTION CRITERIA

² Please note that under the Staff Regulations & Conditions of Employment, proficiency in a 3rd language is required before promotion to a higher grade.

Candidates will be shortlisted on the basis of the following criteria:

- Working experience in similar tasks/responsibilities required by the role as described under job context and duties;
- Strong knowledge of Azure services and cloud computing principles, including the security and identity solutions;
- Experience implementing and administering Microsoft infrastructure solutions, including Intune and Hyper-V;
- Familiarity with scripting and automation using PowerShell and Microsoft Power Platform.

In addition to the above, candidates who are invited for testing and interview will be assessed on the basis of the following criteria:

- Knowledge of the ITIL Incident Management process;
- Strong communication and interpersonal skills to collaborate effectively with a non-technical team;
- Experience with managing Windows Updates, patching, and ensuring that systems are secure and compliant;
- Experience working on Linux and open source environments is an asset;
- Excellent problem-solving skills and attention to detail;
- Experience of working effectively in a team;
- Well-developed interpersonal and communication skills;
- Systematic approach to work with good attention to detail;
- Experience with working in an international or multicultural environment;
- Ability to work flexibly and adapt as necessary to the demands of multiple projects with good time management and organisational skills.

Proof of meeting eligibility criteria – by means of appropriate documents (copies of educational certificates, references from employers, etc.) – must be provided if requested.

IV. ORGANISATION OF THE SELECTION PROCEDURE

After the deadline for submission of applications, the Selection Committee will verify the submitted applications against the eligibility criteria listed in section III.1. above. Applications satisfying these conditions will then be assessed against the selection criteria listed in section III.2 above.

Candidates will be shortlisted and those considered most suitable (a maximum of 12 candidates achieving a minimum of 70% in the shortlisting process) will be invited for written tests – 2nd EU language and competency tests - and for interview with the Selection Committee. Tests and interviews are likely to take place (online) in February 2025.

Please note that only candidates who are successful in the interview and written test will have the possibility of being placed on the reserve list. The minimum threshold to be placed on the reserve list is 70% of the total points (70% for interview and 70% for competency test). This list may also be used for recruitment of a similar post depending on the Agency's needs. Inclusion on the reserve list does not guarantee recruitment.

More details of the screening, interviewing and testing processes are outlined on [Eurofound's website](#). **Candidates are strongly advised to read this information carefully.**