

Vacancy Notice

Operational Cooperation Technical Officer (TA/AST 6) – One position

Ref. ENISA-TA51-AST-2021-01

The European Union Agency for Cybersecurity (ENISA) welcomes applications from highly motivated candidates to contribute to the development of the Agency.

Please send us your applications by no later than 05/07/2021 at 16:00 CET.

1. The Agency

The European Union Agency for Cybersecurity (ENISA) holds a discreet and enhanced role under the mandate of the Cybersecurity Act Regulation¹. The mission of the European Union Agency for Cybersecurity (ENISA) is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, European Union institutions, industry, academia and EU citizens.

ENISA contributes to policy development and implementation, support capacity building and preparedness, facilitate operational cooperation at Union level, enhance the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enable knowledge sharing, research, innovation and awareness raising, whilst developing cross-border communities and synergies.

ENISA is located in Athens, Greece (the agency's official seat) with a branch office in Heraklion, Crete, Greece. In addition, ENISA is in the process of establishing a Local Office in Brussels, Belgium.

The place of employment for this vacancy is **Athens, Greece**².

ENISA's staff are expected to be reasonably mobile in order to respond to the needs of the Member States on the basis of planned as well as ad hoc needs.

Further information about ENISA is available on the ENISA website: <https://www.enisa.europa.eu/>

2. Operational Cooperation Unit

The Operational Cooperation Technical Officer will work in the Operational Cooperation Unit (OCU).

The Operational Cooperation Unit (OCU) ensures the performance of the tasks of the Agency as set out in Art. 7 (except for Art 7(5)) of the CSA, pursuant Article 2(4) of the MB Decision MB/2020/9. Moreover, the unit is responsible for implementing the provisions foreseen in Article 27(4) of the CSA in the Agency. It is responsible and leads the activities relevant to achieving the strategic objective "Effective cooperation amongst operational actors within the Union in case of massive cyber incidents". The Unit contributes in achieving the overall goals of the Agency as described through the recitals 5-6, 25, 31-37, 46 of the CSA.

¹ Regulation (EU) 2019/881 - Cybersecurity Act: <http://data.europa.eu/eli/reg/2019/881/oj>

² ENISA reserves the right as per Staff Regulations to change the location of the post should it be in the interest of the service.

The Operational Cooperation Unit, in synergy with national and EU actors, undertakes efforts to support effective and coordinated responses and crisis management at Union level, building on dedicated policies and wider instruments for European solidarity and mutual assistance.

OCU helps to build and enhance capabilities and preparedness to prevent, detect and respond to large-scale cross-border cyber incidents, gather relevant information and contribute to the creation common situational awareness. It acts as a facilitator between the technical community, as well as between decision makers responsible for crisis management. The Unit supports the functioning of the CSIRTs network, operational cooperation within CSIRTs network and assists the Capacity Building Unit with the development and enhancement of CSIRTs with a view to achieving a high common level of their maturity in the Union.

3. Job description

The **Jobholder** is expected to perform the following activities:

- Manage computer systems and platforms (Operating Systems, Virtualisation, Physical servers).
- Manage networks and security services technologies.
- Assist the installation, configuration, test, and deployment of network switches and firewalls.
- Manage Application/Middleware Infrastructure (Database, Content Management Systems, Application Server).
- Integrate new components and functionality into existing systems.
- Execute planned tasks for the development, deployment, configuration, testing, operations and maintenance of production and preproduction systems (networking and security services).
- Carry out tasks related to system's versioning and change management procedures.
- Monitoring and logging systems' and platforms' operations.
- Investigate, troubleshoot and respond to systems' and platforms' issues.
- Perform, configure and verify backups of IT systems.
- Perform disaster and business recovery plans and drills.
- Assist the development of scripts for automation of build-out and configuration of virtualised systems.
- Carry out planned Vulnerability Management activities for various systems and platforms.
- Ensure continuous development and improvement of the systems and platforms.
- Create reports on regular basis or on demand.
- Support the process of documenting the OCU unit systems, platforms and procedures.
- Manage assets in the physical data centre facility.
- Contribute to the unit projects related to IT operations.
- Performing other duties as instructed by the management, according to the needs and priorities of ENISA.

4. Qualifications and experience required³

4.1. Eligibility Criteria

- A level of post-secondary education attested by a diploma⁴; or
- A level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience⁵ of at least three years.
- In addition to the above, in total at least three years' of proven full-time professional experience after the award of the degree;
- Thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official European language⁶.

In addition, in order to be eligible a candidate must:

- Be a national of one of the Member States of the European Union⁷;
- Be entitled to his/her full rights as a citizen⁸;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post⁹.

4.2. Selection criteria

High Scoring Criteria (5 points per criterion)

4.2.1 IT Professional Experience:

- Proven professional experience of at least 6 years in IT Infrastructure and Network operations, with experience in implementing and operating one or multiple fields of data centre services (compute platform services, storage and backup services, application infrastructure services, networks and

³ Candidates must meet this requirement on the closing date of application.

⁴ Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications. Candidates must meet this requirement on the closing date of application.

⁵The professional experience is counted from the date of completion of the required diploma indicated in eligibility criteria and if it is on a paid basis (including internship/traineeship). PhD may be counted as professional experience if the candidate received a salary/study grant during the period of the PhD studies. The maximum duration counted for a PhD is three years provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure. Any given period of professional experience shall be counted only once. Part-time periods will be calculated pro rata. Compulsory military service shall be taken into consideration as professional experience if the official documentation is provided.

⁶ Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.

⁷ It should be noted that due to the withdrawal of the United Kingdom from the European Union on the 31/01/2020, British nationals who do not hold the nationality of another European Union member state, are not eligible for applications at ENISA due to the fact that they do not fulfil the requirements of Article 12.2 of the Conditions of Employment of Other Servants, namely that they do not hold the nationality of an EU Member State.

⁸ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

⁹ Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Communities.

security services, virtualisation technologies, container structures), preferably within an international and multicultural environment.

- Professional experience in information security frameworks and their application on network and security services.
- Professional experience in managing service contracts in one or multiple fields of data centre services (compute platform services, storage and backup services, application infrastructure services, networks and security services), delivered entirely or partially by sub-contracted service providers.

4.2.2 Systems, services and web application administration:

- Knowledge and proven experience with Microsoft SharePoint platform administration, Django framework, Atlassian platforms.
- Knowledge and professional experience in Windows, Linux and Unix systems, network services (DNS, NTP, Syslog, Mail), configuring network devices and setting network security baselines.

4.2.3 Integration engines and Big Data infrastructures:

- Professional experience in log management, Elasticsearch/Logstash/Kibana (ELK stack), manipulation of exchange formats (XML, JSON), SOAP web services.
- Strong communication skills in English, both orally and in writing, at least at level C1¹⁰.

Low Scoring Criteria (2 points per criterion)

- Qualification and/or professional experience in service management (ITIL certification) and in project management (PRINCE2 certification).
- Knowledge and professional experience in administration of open source technology stacks (e.g. MISP, VIPER, INTELMO) and storage technologies, clustering and high availability solutions.
- Knowledge or professional experience with Computer Security Incident Response Team (CSIRTs).

Moreover, the following competencies will be assessed during the selection process (interview and written test):

- Excellent ability to work cooperatively with internal and external stakeholder, in multicultural teams and across organisational boundaries.
- Ability to organise and prioritise work.
- Demonstrate strong service oriented attitude.
- Ability to collect, analyse and report information.

NOTE: the selected candidate must be in a position to obtain, a valid Personnel Security Clearance Certificate (PSCC) at SECRET UE / EU SECRET level¹¹.

¹⁰ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

¹¹ A Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, which shows the level of EU Classified Information (EUCI) to which may be granted access, the date of validity of the relevant PSC and the date of expiry of the certificate itself. Note that the necessary procedure for obtaining a PSCC can be initiated on request of the employer only, and not by the individual applicant.

IMPORTANT:

All high scoring and low scoring criteria are evaluated in order to identify the candidates to be invited for an interview and written test. The top candidates (number of the shortlisted candidates scoring above the threshold to be set by the selection board) will be invited for an interview and written test. Therefore, candidates are recommended to give evidence of their knowledge by specific examples and/or detailed professional experience in the application form in order to be evaluated in the best possible way. To that purpose candidates are requested to be as detailed and as clear as possible in the description of their professional experience and specific skills and competences.

5. Selection procedure

The selected candidate will be appointed to a position according to the needs of the Agency, on the basis of the reserve list of candidates, proposed by the Selection Board and established following an open selection process involving interviews and written tests.

More specifically, the Selection Board decides on those candidates who are admitted to the selection procedure in accordance with the requirements as specified in the vacancy notice. The applications of the candidates admitted to the selection procedure are reviewed and the Selection Board decides on those candidates who are invited to attend an interview and written test.

The Selection Board adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether candidates are to be admitted. Candidates admitted to a previous selection procedure will not automatically be eligible. Should the Selection Board discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure or that the information on the application form does not correspond with the supporting documents, the candidate will be disqualified.

Shortlisted candidates will be asked to undergo a written test of which the candidates will be informed in advance. The interview and the written test are conducted in English. In case English is the mother tongue of an applicant, some interview/written test questions may be asked in the language they indicate on the application form as their second EU language.

Shortlisted candidates will be required to submit electronically relevant supporting documentation demonstrating their educational qualifications and work experience. **It is envisaged that the interview and written test will take place in July/August 2021.** The date may be modified depending on the availability of the Selection Board members. Shortlisted candidates may also be required to provide work-related references upon request of the Agency. The activity of the Selection Board ends with the drawing of a reserve list of suitable applicants to occupy the position advertised. **Candidates should note that inclusion on the reserve list does not guarantee recruitment.**

The reserve list will be valid until **31/12/2022** and may be extended by decision of the Appointing Authority for a further 12 months. This list may be used to recruit Staff for other positions in the areas referred to in this vacancy.

Candidates invited to an interview will be informed by e-mail whether or not he/she has been placed on the reserve list. The appointed candidate will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest¹². If a letter of intention is issued, the candidate must undergo a compulsory medical examination to establish that he/she meets the standard of physical

¹² In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

fitness necessary to perform the duties involved and the candidate must provide original or certified copies of all relevant documents.

In line with the European Ombudsman's recommendation, ENISA publishes the names of the Selection Board on its website once established. It is strictly forbidden for the candidates to make any contact with the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

All enquiries or requests for information in relation to the competition, including details about candidates' results¹³ should be addressed to the following email address recruitment@enisa.europa.eu

6. Conditions of Employment

The successful candidate will be recruited as a Temporary Agent, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Union (CEOS), for a period of five (5) years. After the five (5) years, the contract may be renewed for an indefinite period.

The appointment will be in grade AST 6. Upon recruitment candidates may be recruited at step 1 or step 2. The step will be determined in accordance with the number of years of experience of the successful candidate.

Successful candidates, who are recruited, shall undergo an initial probation period of 9 months. For reasons related to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

The remuneration of staff members consists of a basic salary¹⁴ and where applicable allowances.

The indicative gross basic monthly salary for Grade **AST 6 step 1 is: 5,563.58 EUR and for step 2 is: 5,797.38 EUR.**

This salary will be weighted by the corrective coefficient applicable to the hosting country of the agency. The current corrective coefficient is 81.4 %, which will be reviewed yearly, in the end of the year, with retroactive effect from 1 July.

The staff member depending on its personal situation may be entitled to various allowances, in particular to an expatriation (16 % of basic gross salary) or to a foreign residence allowance (4 % of basic gross salary) and to family allowances (depending on personal situation) such as household allowance, dependent child allowance, pre-school allowance. In addition, the successful candidate might be entitled to temporary daily allowance¹⁵, installation allowance¹⁶ etc.

Other benefits include:

- Special ID card, issued by the Greek Ministry of Foreign Affairs;
- Special car license plates (for certain grades);

¹³ This request for further information does not influence the timeline for lodging an appeal under Article 90 (2) of Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

¹⁴ Basic Salary: there is a basic salary scale for each grade, divided into a number of steps. The final step is defined according to the total number of years of experience starting from the education certificate/degree giving access to the position.

¹⁵ If staff member is requested to change the residence in order to take up duties, she/he will be entitled to: reimbursement of the travel costs; temporary daily subsistence allowance (€44.28 for up to 10 months or €35.71 for 120 days, if no dependents).

¹⁶ The installation allowance is granted (depending on the personal situation) for 1 or 2 months of the basic salary and is paid upon successful completion of the nine months probationary period.

- Education allowance;
- Home visit allowance;
- Additional financial support for the education of children “subject to budget availability and conditions”;
- VAT exemption allowance on certain goods for a period of 3 years;
- Importation/purchase of 1 or more vehicles depending on the circumstances without taxes of VAT (“special conditions apply”);
- Staff is entitled to annual leave of two working days per each complete calendar month of service plus additional days for the grade, age, home leaves for expatriates and an average of 19 public holidays per year;
- In addition, staff may be granted special leave for certain circumstances such as marriage, birth, adoption of a child, moving, elections, serious sickness of spouse, etc.;
- ENISA staff members benefit of health insurance 24/7 and worldwide by the Joint Insurance Scheme (JSIS);
- Statutory staff who have completed at least 10 years of service or reached pensionable age, are entitled to a pension under the pension scheme of the European Union institutions (PSEUI).
- Where it is considered in the interest of the service, statutory staff may avail of the ENISA teleworking policy and flexible working time arrangements.
- A wide range of learning and professional development opportunities.

It should be noted that a Seat Agreement between ENISA and the Hellenic Authorities further gives privileges for the employees of the Agency which are not fully listed above.

Further information on working conditions of Temporary staff and Contract staff can be found in the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

7. Community Tax

The salaries of staff members are subject to a Community tax deducted at source. They are exempt from national tax on salary and are members of the Community social security and pension schemes.

For additional information about salaries, deductions and allowances please consult the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

8. Data protection

All personal data shall be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council (OJ L 295, 21.11.2018, p. 39–98) 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. ENISA is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries you may contact the Data Protection Officer at: dataprotection@enisa.europa.eu

Candidates are invited to consult the [privacy statement](#) which explains how ENISA processes personal data in relation to recruitment selections.

9. Equal opportunity

ENISA is an equal opportunities employer and accepts applications without distinction on the grounds of sex, racial or ethnic origin, religion or belief, age or sexual orientation, marital status or family situation. Applications from women and disabled candidates are encouraged. If you have a disability or medical condition that may hinder ability to sit the interview or written test, please indicate this in your application

and let us know the type of special arrangements you need. The staff is recruited on the broadest possible geographical basis from among nationals of all Member States of the European Union.

10. Complaints

If a candidate considers that he or she has been adversely affected by a particular decision, he or she can lodge a complaint under Article 90(2) of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#), within 3 months from the date of notification to the following address:

Executive Director
ENISA
1 Vasilissis Sofias
Marousi 151 24
Attica, Greece

Should the complaint be rejected, pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#) and Article 91 of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#), a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification, to the following address:

Registry
The General Court
Rue du Fort Niedergrünwald
L-2925 Luxembourg
Luxembourg

Please note that the Appointing Authority does not have the power to amend the decisions of a Selection Board. The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court unless rules which govern the proceedings of Selection Boards have been infringed. For details of how to submit an appeal, please consult the website of the Court of Justice of the European Union: <http://curia.europa.eu>

It is also possible to complain to the European Ombudsman pursuant to Article 228 of the [Treaty on the Functioning of the European Union](#) as well as the [Statute of the Ombudsman](#) and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute.

European Ombudsman
1 Avenue du President Robert Schuman
CS 30403
67001 Strasbourg Cedex
France
<http://www.ombudsman.europa.eu>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90 (2) and 91 of the [Staff Regulations](#) for lodging complaints or for submitting appeals to the General Court pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#). Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

11. Submission of applications

For an application to be valid candidates **shall**:

- Use the PDF application form related to the position you want to apply. The form is available on ENISA career website. The format of the PDF application must not be changed and filled accordingly to the instructions. The application must be submitted in English language, which is the working language of ENISA.
- Send your application within the set deadline.
- Indicate in the subject of the e-mail: **FAMILY NAME-FIRST NAME-2021-01**

Incomplete applications will be disqualified and treated as non-eligible. Candidates should submit a separate application for each vacancy they want to apply for.

At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.). **Candidates are reminded not to wait until the final days before the closing date for applications.**

Please note that the selection process may take several months. Status of the selection procedures can be consulted at: <https://www.enisa.europa.eu/recruitment/vacancies/status-of-recruitment-procedures>

The **closing date** and time for the submission of applications is:

05/07/2021 (16h00 CET)

Published on ENISA website: 02/06/2021