



Luxembourg, 18.04.2023

REF: CDT-AD6-2023-04
Service Delivery Manager

GRADE: AD6

DEPARTMENT: IT Department

PLACE OF Luxembourg

EMPLOYMENT:

The Translation Centre for the Bodies of the European Union (the 'Translation Centre') was established in 1994 to provide translation services for the various bodies of the European Union. It is based in Luxembourg. Since its creation, the Centre's workload has significantly increased and it now employs around 200 people.

To meet the needs of the IT Department's Service Desk Section, the Translation Centre is organising a selection procedure with a view to compiling a reserve list¹ for the recruitment of a temporary agent² as a Service Delivery Manager for the IT infrastructure services.

The IT environment of the Translation Centre is mostly based on Microsoft solutions, at infrastructure level (Windows servers, Sharepoint, Teams, Exchange Online, SCCM, SCSM, Orchestrator) as well as at the level of the development environments and languages used for in-house developed solutions.

The database environments (mainly Oracle) and machine learning are hosted on Linux.

These platforms are virtualised on VMWare or hosted on physical servers. The Centre has started to deploy new services on the Azure and AWS cloud environments.

The network infrastructure is based on Cisco and HPE technologies for routing and switching, and on F5 Networks and PaloAlto security solutions.

¹ The same reserve list may be used for the recruitment of temporary agents referred to in Article 2(b), and contract agents under Article 3(a) of the Conditions of Employment of Other Servants of the European Union. The reserve list may also be shared with other EU agencies, if the needs of the service so require.

² Internal staff employed as temporary agents under Article 2(f) of the CEOS (function group AD) may apply on the basis of this publication, which serves also as an internal publication.

NATURE OF THE TASKS

a) Assistance to the immediate superior:

- Assisting the head of the IT Infrastructure Section in his day-to-day management of the service; updating administrative and technical documents and contributing to the right climate of work and trust, with a view to continuously improving the quality of the service's operations.
- Performing the role of backup to the Head of the IT Infrastructure Section.

b) Management and monitoring activities:

- Assuring the delivery of environments and services:
 - Receive and study requests to set up IT infrastructure environments and services.
 - Draw up the list of prerequisites, study the impacts and compatibility between services/products.
 - Establish deployment plans, supervise their implementation.
 - Coordinate operations to be carried out by the teams in the Section.
 - Ensuring the level of security of deliveries.
 - Validate the conformity of the environments and services to be delivered with client requirements (other sections of the IT Department, business units of the Centre).
- Participate in the selection of products:
 - During the study for the selection of a new product, with local installation or on the cloud:
 - Establish the list of prerequisites, study the impacts, check the possible level of integration of the product into the existing architecture.
 - Establish the 'capacity planning'.
 - Study the security of the solution in order to give an opinion on its security in terms of confidentiality and integrity, availability (BCP aspects) and its ability to integrate into/with existing systems and the Centre's security constraints.
- Performing change monitoring and follow-up:
 - Performing the role of IT Change Manager.
 - Managing change requests, assessing risks, managing priorities, and planning deployments.
 - Coordinating the changes initiated by different sections/departments.
- Documentation and training: drawing up technical documentation, evaluation questionnaires, technical studies and recommendation reports, deployment plans and installation manuals. Delivering awareness sessions on the Translation Centre's IT environment and IT security.

A. SELECTION CRITERIA

To be eligible to take part in this selection procedure, the applicant must, on ~~16.05.2023~~ 31.05.2023, the closing date for applications, meet the following conditions:

(1) ELIGIBILITY CRITERIA

- Be a national of a Member State of the European Union.
- Have a level of education which corresponds to completed university studies of at least 3 years, attested by a diploma³.
- Professional experience: since obtaining the qualifications mentioned above, candidates must have at least three years of full-time professional experience relevant to the nature of the duties described above.
- Language knowledge: an in-depth knowledge of one of the languages of the Union (at least Level C1), and a satisfactory knowledge of another official language of the Union, to the level necessary for carrying out the required functions (at least level B2)⁴.

(2) ESSENTIAL TECHNICAL COMPETENCES

- Knowledge of IT infrastructure services.
- Knowledge of Windows server environments and administration tools.
- Good knowledge of Powershell.
- Knowledge of computer security.
- ITIL certification.
- In-depth experience in the field of drafting technical documentation and user-documentation.
- Knowledge of French or English (level B2).

(3) DESIRABLE TECHNICAL SKILLS

- Knowledge of LAN technologies.
- Knowledge of Azure Cloud solutions.
- Experience in managing changes and delivery of services.

(4) ESSENTIAL NON-TECHNICAL COMPETENCES

- Communication skills: ability to work in a team, interpersonal skills, ability to work in a multilingual environment, good drafting skills, ability to design and formalise, and ability to organise meetings.
- Sense of responsibility: high level of rigour, discretion, respect for confidentiality, availability, willingness to achieve objectives within the defined priorities and deadlines.
- Organisational abilities: ability to judge the importance of different tasks/requests and establish priorities, ability to synthesise, ability to adopt a methodical approach, and to multi-task.

³ Only diplomas and certificates issued in EU Member States or having a corresponding certificate of equivalence issued by the authorities in those States will be taken into consideration.

⁴ Levels defined according to the Common European Framework of Reference for Languages: Learning, Teaching, Assessment (CEFR).

- Management skills: ability to coordinate multiple activities within a team environment.
- Adaptability: open-mindedness, ability to work under pressure, willingness to take on new tasks and to develop.

These skills will be assessed by means of a written test and an interview (see point B(2)(i) and (ii) below).

B. SELECTION PROCEDURE

(1) PRE-SELECTION STAGE

The pre-selection stage will be in two parts:

- The first part will be based on the above-mentioned eligibility criteria (point 1(a)) and aims to establish whether the applicant meets all the mandatory eligibility criteria and formal requirements laid down in the application procedure. Applicants who do not meet these requirements will be rejected.
- The second stage will take into account the professional experience and essential technical skills (point A(2)). This stage will be marked on a scale from 0 to 20 (pass mark: 12).

The Selection Committee will invite to the selection phase the 15 applicants who have passed the pre-selection phase and obtained the best marks.

(2) SELECTION STAGE

The pre-selection stage will be in two parts:

(i) A written test (in English), which will consist of:

- A multiple-choice questionnaire to assess the applicants' competence in the fields mentioned in points A(2) and A(3).
Duration: 30 minutes
- A case study to assess the applicants' written skills, analytical skills and abilities in the fields mentioned in points A(2) and A(3). Duration: 1 hour and 30 minutes

The written test will be marked out of 20: The multiple-choice questionnaire accounts for 8 points, and the case study accounts for 12 points. The minimum score required for the written test is 12 points.

Please note that candidates whose main language is English must take the written examination in their second language.

(ii) An interview with the Selection Committee to assess the applicants' ability to carry out the duties described above. In addition, in the interview the applicants' specialist knowledge and their skills and abilities in the fields mentioned in points A(2) and A(3) and A(4) will be assessed.

Please note that only those candidates who have obtained the minimum pass mark in the written test will be invited to an interview.

Most of the interview will be held in English. Knowledge of other languages indicated by the candidates may also be tested.

The interview will last for around 40 minutes and will be scored out of 20 (minimum score required: 12).

The written test and the interview will take place in Luxembourg, or remotely.

Candidates invited to sit the tests will receive all the relevant information at the relevant time.

After the written test and the interview have been marked, the Selection Committee will draw up an alphabetical reserve list of candidates. Successful candidates will be those who have reached the minimum required for the written test and the minimum required for the interview (see points B(2)(i) and B(2)(ii)). Candidates should note that inclusion on a reserve list does not guarantee recruitment.

Candidates invited to the tests must submit on the day of the interview the relevant supporting documents corresponding to the information given in the application form, i.e. proof of nationality, copies of diplomas, certificates and other documents attesting to their qualifications and professional experience, clearly indicating the start and end dates, the position performed, the exact nature of their duties, etc. If the tests are held remotely, candidates may send a copy of the above-mentioned supporting documents by e-mail to the address E-Selection@cdt.europa.eu

Before drawing up the reserve list, the Selection Committee will examine the supporting documents of candidates who have passed the interview and the written test.

Before any contract is signed, successful applicants must, however, submit the originals and certified true copies of all relevant documents to prove that they meet the eligibility criteria.

If, at any time during the selection or recruitment procedure, it is discovered that the information provided in an application has been knowingly falsified, the candidate will be disqualified.

Candidates will also be disqualified if they:

- Do not fulfil all the eligibility criteria by the closing date for applications.
- Do not provide the required supporting documents.

The reserve list will be valid until 31 December 2023 and may be extended at the discretion of the appointing authority of the Translation Centre authorised to conclude contracts of employment.

C. RECRUITMENT

Depending on the budgetary situation, selected candidates may be offered a three-year contract (renewable) in accordance with the Conditions of Employment of Other Servants of the European Union. If the level of confidentiality of the work carried out so requires, the selected candidate may need to request security clearance.

Successful candidates will be recruited in function group/grade AD6. The basic monthly salary for grade AD6 (step 1) is EUR 6 066.59. In addition to the basic salary, staff members may be entitled to various allowances, such as a household allowance, an expatriation allowance (16 % of the basic salary), etc.

Furthermore, to be eligible, and prior to appointment, the selected candidate must:

- Have fulfilled any obligations under the law governing military service.
- Meet the character requirements for the duties involved (enjoy full rights as a citizen)⁵.
- Undergo a medical examination as requested by the Translation Centre in compliance with Article 12(2) of the Conditions of Employment of Other Servants of the European Union.

⁵ Applicants must provide an official certificate confirming that they do not have a criminal record.

D. APPLICATION PROCEDURE:

Interested applicants must complete their online application forms in Systal (https://aa251.referrals.selectminds.com/?lset=en_US) within the deadline set.

We strongly advise applicants not to wait until the last few days to apply. Experience has shown that the system may become overloaded nearer to the closing date for applications, which may make it difficult to apply before the deadline.

Applicants must indicate their main language and their second language in their application. This information will be taken into account when determining the language for the written test.

EQUAL OPPORTUNITIES

The Translation Centre is an equal opportunities employer and recruits candidates irrespective of age, race, political, philosophical or religious conviction, gender or sexual orientation, disability, and marital or family status.

INDEPENDENCE AND DECLARATION OF INTEREST

The successful candidate will be required to make a declaration undertaking to act independently in the public interest, and a declaration relating to any interest that might be construed as adversely affecting their independence.

E. GENERAL INFORMATION

REVIEW – APPEAL – COMPLAINTS

Applicants who consider that they have grounds for complaint concerning a particular decision may, at any point in the selection procedure, request further details regarding that decision from the Chair of the Selection Committee, lodge an appeal, or file a complaint with the European Ombudsman (see Annex I).

REQUESTS FROM APPLICANTS FOR ACCESS TO INFORMATION CONCERNING THEM

Applicants involved in selection procedures have the specific right of access to certain information concerning them directly and individually. By virtue of that right, supplementary information concerning their participation in the selection procedure may be supplied to applicants on request. Applicants must submit their request in writing to the Chair of the Selection Committee within one month of notification of the results obtained in the course of the selection procedure. They will receive a reply within one month. Requests will be dealt with by respecting the confidential nature of Selection Committee proceedings, in accordance with the Staff Regulations.

PERSONAL DATA PROTECTION

The Translation Centre (as the body responsible for organising the selection procedure) will ensure that applicants' personal data are processed in accordance with Regulation (EU) No 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 (OJ 2018 L 295, p. 39). This applies in particular to the confidentiality and security of such data.

Applicants have the right of recourse to the European Data Protection Supervisor at any time (edps@edps.europa.eu).

Please see the [specific privacy notice](#).

As the Staff Regulations apply to selection procedures, please note that all judicial proceedings are confidential. If, at any time during the selection procedure, applicants believe that their interests have been prejudiced by a particular decision, they have the following means at their disposal:

I. REQUESTS FOR FURTHER INFORMATION OR FOR REVIEW

- Send a letter requesting further information or a review, stating your reasons, to:

The Chair of the Selection Committee CDT-AD6-2023-04

Translation Centre
Bâtiment Technopolis Gasperich
Office 3077
12 E, rue Guillaume Kroll
L-1882 Luxembourg

within 10 calendar days of the date of dispatch of the letter informing you of the decision. The Selection Committee will reply as soon as possible.

II. HOW TO APPEAL

- Lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union, addressed to:

For the attention of the Authority Empowered to Conclude Contracts of Employment

CDT-AD6-2023-04

Translation Centre
Bâtiment Technopolis Gasperich
Office 3077
12 E, rue Guillaume Kroll
L-1882 Luxembourg

For these two types of procedure, the deadlines specified by the Staff Regulations as amended by Council Regulation (EC, Euratom) No 1023/2013 of the European Parliament and of the Council (OJ 2013 L 287, p. 15 – <https://eur-lex.europa.eu/legal-content/fr/TXT/?uri=celex%3A32013R1023>) start to run from the date on which applicants are notified of the act allegedly prejudicing their interests.

Applicants should note that the authority empowered to conclude contracts of employment does not have the power to amend the decisions of a Selection Committee. The Court of Justice has consistently held that the wide discretion enjoyed by selection committees is not subject to review by the EU courts unless the rules which govern the proceedings of selection committees have clearly been infringed.

III. COMPLAINTS TO THE EUROPEAN OMBUDSMAN

- Applicants may address their complaint to the:

European Ombudsman

1 avenue du Président-Robert-Schuman – CS 30403
67001 Strasbourg Cedex

Pursuant to Article 228(1) of the Treaty on the Functioning of the European Union and in accordance with the conditions laid down in Regulation (EU, Euratom) 2021/1163 of the European Parliament of 24 June 2021 laying down the regulations and general conditions governing the performance of the Ombudsman's duties (Statute of the European Ombudsman) and repealing Decision 94/262/CECA, EC, Euratom (OJ L 253, 2021, p. 1–10).

Applicants should note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Article 90(2) and Article 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Court of Justice of the European Union under Article 270 of the Treaty on the Functioning of the European Union. Applicants are also informed that, in accordance with

Article 2(3) of Regulation (EU, Euratom) 2021/1163 of the European Parliament of 24 June 2021 laying down the regulations and general conditions governing the performance of the Ombudsman's duties (Statute of the European Ombudsman) and repealing Decision 94/262/CECA, EC, Euratom, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.