



Luxembourg, 08.03.2023

**REF.:** **CDT-AST4-2023-01**  
**Service Desk Assistant**

**GRADE:** **AST4**

**DEPARTMENT:** **IT Department**

**PLACE OF EMPLOYMENT:** **Luxembourg**

---

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, and in particular the Service Desk Section, the Translation Centre is organising a selection procedure to draw up a reserve list for the recruitment of temporary agents in accordance with Article 2(f) of the Conditions of employment of other servants of the European Union (CEOS)<sup>1</sup>.

The Translation Centre's client computing platform (workstations) is based on the Microsoft Windows operating system, Microsoft Office 2019 and 365 (Outlook and Teams), and internally developed business applications.

### **NATURE OF THE TASKS**

Reporting directly to the head of the Service Desk Section, the successful candidate will have the following tasks:

- a) Assisting their immediate superior: assisting the Head of the Service Desk Section in the daily management of the service; updating administrative and technical documents and contributing to a good working environment and climate of trust in order to support ongoing improvement in service quality.

---

<sup>1</sup> This reserve list may be used for the recruitment of temporary agents referred to in Article 2(b) CEOS and for the recruitment of contract agents referred to in Article 3a CEOS. Internal staff engaged as temporary agents under Article 2(f) CEOS (function group AST) may use this publication as a means of internal publication.

b) Management and monitoring activities:

- Assisting users:
  - Monitoring **user incidents** relating to the equipment and software used at the Centre (first-level support for all fields; second-level support for the client operating system and standard office software), to help ensure high-quality user support, distinguishing between minor, one-off problems and major problems.
  - Execute **requests for services** entered in the Service Desk catalogue.
- Participation in the actions and projects of the Systems Service Desk and the Windows Management Group, in particular the management of:
  - the Active Directory,
  - the rights and privileges of users,
  - the Microsoft System Center platform,
  - Office 365 services,
  - the security of Microsoft environments.
- Documentation and training: drafting **technical documentation** and **user manuals** and providing **training** on the Translation Centre's IT environment.

**A. Selection criteria**

To be eligible to take part in this selection procedure, the candidate must, on 05.04.2023, the closing date for applications, meet the conditions set out below:

**(1) ELIGIBILITY CRITERIA**

- be a national of a Member State of the European Union.

Qualifications and professional experience:

- a level of post-secondary education corresponding to **at least 2 years of study** attested by a diploma, followed by professional experience in ICT **of at least 6 years**, of which **at least 3 years** in relation to the duties described in this procedure;

or

- secondary education attested by a diploma giving access to post-secondary education, followed by at least **9 years** of professional experience in ICT, of which **at least 3 years** in relation to the duties described in this procedure.

- Knowledge of languages: a thorough knowledge of one of the languages of the European Union (at least C1 level) and a satisfactory knowledge of another official language of the European Union (at least B2 level)<sup>2</sup>, to the extent necessary for carrying out the required tasks.

---

<sup>2</sup> Levels defined according to the Common European Framework of Reference for Languages: learning, teaching, assessment (CEFR).

## **(2) TECHNICAL SKILLS**

- practical knowledge of the products of the Microsoft System Center suite;
- good knowledge of the Active Directory;
- good knowledge of computer security and cyber security;
- good knowledge of LAN/WAN technologies;
- proven experience of at least 3 years in IT support to users on the Microsoft platform (Windows, Office 2019/2021 and Office 365);
- good knowledge of an incident and service request management tool.
- ITIL certification;
- in-depth experience in the field of drafting technical documentation and documents for users.
- knowledge of English (level B2).

## **(3) DESIRABLE TECHNICAL SKILLS**

- good understanding of SharePoint;
- good command of Microsoft System Center Service Manager;
- good command of PowerShell and VBScript;
- experience in the use of a workstation management tool (Microsoft System Center Configuration Manager or similar);
- knowledge of French (at least level A2).

## **(4) NON-TECHNICAL SKILLS**

- interpersonal skills: ability to work in a team, being a people person, ability to work in a multilingual environment.
- sense of responsibility: discretion, respect for confidentiality, attention to detail, availability, efficiency and punctuality;
- organisational skills: ability to manage various tasks and prioritise, a methodical approach and ability to take the initiative, versatility.
- adaptability: ability to assist others and to work under pressure, ability to learn and to adapt to new developments in the IT environment.

## **B. Selection procedure**

### **(1) PRE-SELECTION STAGE**

The pre-selection stage will consist of two parts:

- The first part will be based on the above-mentioned eligibility criteria (point A(1)) and aims to establish whether the candidate meets all the mandatory eligibility criteria and all the formal requirements laid down in the application procedure. Candidates who do not meet these criteria will be rejected.
- The second part will take into account 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 the 15 candidates who have passed and obtained the highest scores in the pre-selection stage to the selection stage.

## **(2) SELECTION STAGE**

The selection stage will consist of two parts:

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

- a multiple-choice questionnaire to assess candidates' competence in the fields mentioned in points A(2) and A(3).

Duration: 30 minutes;

- a case study to assess candidates' written skills, analytical skills and skills 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 will be worth a maximum of 8 points and the case study will be worth a maximum of 12 points. The pass mark for the written test is 12 points.

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

(ii) an interview with the selection committee to assess candidates' ability to carry out the tasks described at the beginning of this document. The interview will also be an opportunity to examine in particular candidates' specialist knowledge and their skills in the fields mentioned in points A(2), A(3) and A(4).

Please note that only candidates who have passed the written test will be invited for an interview.

The interview will be conducted mainly in English. Knowledge of the other languages that candidates have indicated they know may also be tested.

The interview will last approximately 40 minutes and will be marked out of 20 (pass mark: 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 in due course.

After the written test and the interview have been marked, the selection committee will draw up a reserve list of successful candidates, in alphabetical order. Successful candidates will be those who have reached the pass mark for all the written tests and the pass mark for the interview (see points B(2)(i) and B(2)(ii)).

Please 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 contained in the application form, i.e. proof of their nationality, copies of diplomas, certificates and other documents proving their qualifications and professional experience, and clearly indicating the starting and finishing dates, the function performed, the exact nature of their duties, etc. If the tests take place remotely, candidates may send a copy of the above-mentioned supporting documents by email to [E-Selection@cdt.europa.eu](mailto:E-Selection@cdt.europa.eu)

Before drawing up the reserve list, the selection committee will examine the supporting documents of the candidates who have passed the interview and the written tests.

Furthermore, before any contract is signed, successful candidates must 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 at the closing date for applications;
- do not provide the required supporting documents.

The reserve list will be valid until 31 December 2023, and this period may be extended at the discretion of the Translation Centre's authority empowered to conclude contracts of employment.

## **C. Recruitment**

Depending on the budgetary situation, successful candidates may be offered a 3-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 successful candidate may need to request security clearance.

Successful candidates will be recruited in function group/grade AST4. The basic monthly salary for grade AST4 (step 1) is EUR 4 739.00. 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 successful 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)<sup>3</sup>;
- 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.

## **D. Application procedure**

Interested candidates must complete their application online in Systal ([https://aa251.referrals.selectminds.com/?lset=en\\_US](https://aa251.referrals.selectminds.com/?lset=en_US)) before the deadline.

We strongly advise candidates 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.

Candidates 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, marital status or family situation.

### **INDEPENDENCE AND DECLARATION OF INTEREST**

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

---

<sup>3</sup> Candidates must provide an official certificate confirming that they do not have a criminal record.

## **E. General information**

### **REVIEW – APPEAL – COMPLAINTS**

Candidates who consider that they have grounds for a 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, instigate an appeal procedure or file a complaint with the European Ombudsman (see Annex I).

### **REQUESTS FROM CANDIDATES FOR ACCESS TO INFORMATION CONCERNING THEM**

Candidates 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 candidates on request. Candidates must submit their request in writing to the chair of the selection committee within 1 month of notification of the results obtained in the course of the selection procedure. They will receive a reply within 1 month. Requests will be dealt with in keeping with the confidential nature of selection committee proceedings, in accordance with the Staff Regulations.

### **PROTECTION OF PERSONAL DATA**

The Translation Centre (as the body responsible for organising the selection procedure) will ensure that candidates' personal data is 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 L 295, 21.11.2018, p. 39). This applies in particular to the confidentiality and security of such data.

Candidates have the right of recourse to the European Data Protection Supervisor at any time ([edps@edps.europa.eu](mailto:edps@edps.europa.eu)).

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

## ANNEX 1    REQUESTS FOR A REVIEW – APPEALS – COMPLAINTS TO THE EUROPEAN OMBUDSMAN

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

### I. REQUESTS FOR FURTHER INFORMATION OR A REVIEW

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

**The chair of the selection committee CDT-AST4-2023-01**

Translation Centre  
Bâtiment Technopolis Gasperich  
Office 3077  
12E, 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. APPEALS

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

**For the attention of the authority empowered to conclude contracts of employment**

**CDT-AST4-2023-01**

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

The time limits (see the Staff Regulations <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20180101:FR:PDF>) start to run from the notification to the candidate of the act allegedly adversely affecting them.

Candidates 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

- Candidates may address their complaint to:

**European Ombudsman**

1 avenue du Président-Robert-Schuman – CS 30403  
F-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/ECSC, EC, Euratom (OJ L 253, 16.7.2021, p. 1-10).

Candidates 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. Please also note that pursuant to 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/ECSC, EC, Euratom, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the bodies concerned.