



Luxembourg, 06 May 2022

REF: CDT-ACIII-2022-01
Service Desk Assistant

GRADE: GF III

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 increased significantly 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 list for the recruitment of a contract staff member as an office applications Service Desk Assistant.

Working alongside members of the IT department, the post involves providing IT support and fulfilling service requests for both internal and external users of the Translation Centre (clients/suppliers).

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

- a) Assisting the 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.

b) Management and monitoring activities:

- Assisting users:
 - Monitoring **user incidents** involving 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 application software) in order to provide high-quality support for users; distinguishing between minor, one-off problems and major problems requiring information to be forwarded to other stakeholders (System Service Desk staff, or staff from other sections) in order to contribute to the creation and maintenance of a comprehensive and efficient IT environment.
 - Fulfilling the **service requests** entered in the Service Desk log: setting up and moving client equipment (workstations and peripherals); using automated installation and software maintenance solutions; providing technical assistance for video conference meetings, including online selection procedures organised by the Human Resources Section and online Management Board meetings; preparing teleworking equipment, etc., to contribute to the effective management of the Centre's IT client environment.
 - Monitoring hardware failures: **monitoring hardware failures** occurring in the various items of client equipment in order to ensure users have access to fully functional hardware.
 - Documentation and training: preparing **technical documentation**, drafting **user manuals** and providing **training** on the Translation Centre's IT environment, principally for new users.
- c) Other support activities: receiving and checking deliveries of equipment, applying existing procedures and contributing to the development of such procedures, ensuring lateral communication between the different sections as part of the support service, liaising with clients, suppliers and external partners.

A. SELECTION CRITERIA

To be eligible to take part in this selection procedure, the applicant must, on 04.06.2022, 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:
 - i) a level of post-secondary education attested by a diploma; or
 - ii) a level of secondary education attested by a diploma giving access to post-secondary education, and at least 3 years of relevant professional experience.

- Knowledge of languages: an in-depth 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)¹, to the level necessary for carrying out the required tasks.

(2) ESSENTIAL TECHNICAL SKILLS

- Have completed the relevant studies in IT, attested by a diploma.
- Proven experience of at least 2 years in IT user support.
- Good command of Microsoft solutions and tools (Windows, Office 2019 and 365).
- Good knowledge of the different types of client IT equipment (PCs, laptops, IP phones, personal and multifunctional printers, etc.).
- Good knowledge of a service request and incident management tool.
- Good understanding of video-conferencing tools and technologies.
- Good understanding of the tools and technologies involved in teleworking.
- In-depth experience in the field of drafting technical documentation and documents for users.
- Knowledge of English – at least B2 level.

(3) DESIRABLE TECHNICAL SKILLS

- Good understanding of CAT (computer-assisted translation) tools – SDL Studio, or similar.
- Good understanding of SharePoint.
- Experience in the use of a workstation management tool (Microsoft System Center Configuration Manager, or similar).
- ITIL V3 Foundation certification.
- Knowledge of French.

(4) ESSENTIAL 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.

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

¹ Levels defined according to the Common European Framework of Reference for Languages: Learning, Teaching, Assessment (CEFR).

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 applicant meets all the mandatory eligibility criteria and all the formal requirements laid down in the application procedure. Applicants 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 part of the stage will be marked on a scale from 0 to 20 (pass mark: 12).

The Selection Committee will invite the 15 applicants 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 applicants' competence in the fields mentioned in points A(2) and A(3).
Duration: 30 minutes;
 - A case study to assess applicants' 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 applicants whose main language is English must pass the written test in their second language.

- (ii) An interview with the Selection Committee to assess applicants' ability to carry out the tasks described at the beginning of this document. The interview will also be an opportunity to focus particularly on applicants' specialist knowledge and their skills in the fields mentioned in points A(2), A(3) and A(4).

Please note that only applicants 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 applicants 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.

After the written test and the interview have been marked, the Selection Committee will draw up a reserve list of applicants, in alphabetical order. Successful applicants will be applicants who have achieved the pass mark in the written test and the pass mark in the interview (see points (i) and (ii)). Please note that inclusion on a reserve list does not guarantee recruitment.

Applicants who are invited to take the written test and to attend the interview must provide the relevant supporting documents corresponding to the information entered on the application form on the day of the interview, namely copies of diplomas, certificates and other documents as proof of their qualifications and attesting to their professional experience and clearly showing start and end dates, the position held, the exact nature of their duties, etc. If the tests are held remotely, applicants may send a copy of the supporting documents requested above by email to: E-Selection@cdt.europa.eu. Before drawing up the reserve list, the Selection Committee will examine the supporting documents of the applicants who have passed the interview and the written tests.

Before a contract is signed, however, successful applicants must submit the originals and certified true copies of all the relevant documents to prove that they meet the eligibility criteria. The reserve list will be valid until 31 December 2022 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, selected applicants may be offered a two-year contract (renewable) in accordance with the Conditions of Employment of Other Servants of the European Union². Subject to the level of confidentiality of the work carried out, the successful applicant may be required to apply for security clearance.

The successful applicant will be recruited in Function Group III. The basic monthly salary for grade 8 (step 1) is EUR 2 830.56. 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 applicant must:

- have fulfilled any military service obligations imposed by law;
- meet the character requirements for the duties involved (enjoy full rights as a citizen)³;
- undergo a medical examination by a medical officer at a centre designated by the Translation Centre in compliance with Article 82(3) of the Conditions of Employment of Other Servants of the European Union.

D. APPLICATION PROCEDURE

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

We strongly advise you not to wait until the last few days to send your application. Experience has shown that the system may become overloaded nearer to the closing date for applications, which may make it difficult to apply in time.

² In duly justified cases, the AECC may decide to conclude short-term contracts. Such contracts may be justified in particular for projects of limited duration, where the Centre needs to obtain up-to-date knowledge in a specific field, or to replace staff members in the event of absences.

³ Applicants must provide an official certificate confirming that they do not have a criminal record.

EQUAL OPPORTUNITIES

The Translation Centre is an equal opportunities employer and accepts applications 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 jobholder will be required to make a declaration of commitment to act independently in the public interest and to declare any interests that might be considered detrimental to 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, instigate an appeal procedure or file a complaint with the European Ombudsman (see Annex 1).

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, as described below. By virtue of that right, applicants who so request may be provided with supplementary information relating to their participation in the selection procedure. Applicants must send such requests in writing to the Chair of the Selection Committee. The answer will be sent within one month of receipt of the request. Requests will be dealt with taking into account the confidential nature of the Selection Committee's work, in accordance with the Staff Regulations.

PROTECTION OF PERSONAL DATA

The Translation Centre (as the body responsible for organising the selection procedure) ensures that applicants' 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 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 consult the [specific privacy notice](#).

ANNEX 1 REQUESTS FOR REVIEW – APPEAL PROCEDURES – COMPLAINTS TO THE EUROPEAN OMBUDSMAN

Since the Staff Regulations apply to selection procedures, please note that all procedures are covered by the confidentiality obligations laid down in those Regulations. If, at any time during the selection procedure, applicants believe that their interests have been harmed by a particular decision, they have recourse to the following means:

I. REQUESTS FOR FURTHER INFORMATION OR FOR REVIEW

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

Chair of the Selection Committee CDT-ACIII-2022/01

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

within 10 days of the date on which the letter communicating the decision in question was sent. The Selection Committee will respond as soon as possible.

II. APPEAL PROCEDURES

- Lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union, and send it to the following address:

Authority empowered to conclude contracts of employment (Ref.: CDT-ACIII-2022/01)

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

For these two types of procedure, the deadlines specified (in the Staff Regulations as amended by Regulation (EU, Euratom) No 1023/2013 of the European Parliament and of the Council (OJ 2013 L 287, p. 15 5 – <https://eur-lex.europa.eu/oj/direct-access.html?locale=fr>) start to run from the date on which applicants are notified of the act allegedly harming their interests.

Please 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 Court unless the rules which govern their selection procedures have clearly been infringed.

III. COMPLAINTS TO THE EUROPEAN OMBUDSMAN

- Lodge a complaint, as is the right of all citizens of the European Union, with the:

European Ombudsman

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

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).

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. 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.