



EUROPEAN UNION SATELLITE CENTRE

Vacancy Notice

for the post of

IT Support Officer - (B5/B6) *(SatCen/2023/007)*

Type and duration of contract:	Temporary post, 4 years, renewable
Work unit:	IT Division
Reporting to:	Head of IT
Grade range:	B5/B6 of the Coordinated Organisations salary scale
Monthly basic salary:	€ 4,620.16 at the first grade and step 1 in the grade range, plus, where applicable, various allowances (see below point 7)
Place of employment:	Torrejón de Ardoz (Madrid), Spain
Deadline for applications:	14/04/2023 at 23:59 hours (CET)

1. The European Union Satellite Centre

The European Union Satellite Centre supports the decision making and actions of the European Union in the field of Common Foreign and Security Policy (CFSP), in particular Common Security and Defence Policy (CSDP), including European Union crisis management missions and operations, by providing products and services resulting from the exploitation of relevant space assets and collateral data, including satellite imagery and aerial imagery, and related services.

SatCen is a decentralised agency of the EU working under the supervision of the Political and Security Committee and the operational direction of the High Representative of the Union for Foreign Affairs and Security Policy. The Centre was founded in 1992 as a Western European Union body and incorporated as an agency into the European Union on 1 January 2002.

SatCen offers challenging and rewarding careers to enthusiastic, motivated and highly skilled people who want to work within an international environment and contribute to the vision of this organisation.

The seat of SatCen is in Torrejon de Ardoz, in the vicinity of Madrid, Spain.

2. Main responsibilities

The SatCen is seeking suitable candidates to establish a reserve list for the position of IT Support Officer. The IT Support Officer reports to the System Administrator/Manager and is mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Specific tasks include:

- Provide IT support to any activity specific to the implementation of the SatCen systems;
- Installing and configuring computer hardware operating systems and applications;
- Monitoring and maintaining computer systems and networks;
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
- Collaborating with the helpdesk team to troubleshoot system and network problems, diagnosing, and solving hardware or software faults;
- Collaborating with systems team on the implementation of technological solutions;
- Replacing parts as required;
- Providing support, including procedural documentation and relevant reports;
- Supporting the rollout of new applications;
- Collaborating with the Cybersecurity Team applying patches and security fixes;
- Setting up new users' accounts and profiles and dealing with password issues;
- Prioritising and managing many open cases at one time;
- Rapidly establishing a good working relationship with users;
- Performing additional duties as directed by the Head of Division.

3. Requirements:

3.1. Eligibility criteria:

To be considered eligible, candidates must satisfy all of the following eligibility criteria by the closing date for submitting applications:

- Have 5 years of relevant professional experience;
- Be a national of one of the Member States of the Union and enjoy their full rights as citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Produce evidence of a thorough knowledge of English (at least level B2¹), the working language of SatCen, and of a satisfactory knowledge of another official language of the EU to the extent necessary for the performance of their duties;

In addition, candidates must:

- Hold a security clearance at least at the level of EU SECRET, or equivalent. In case the successful candidate is not in possession of such a clearance at the time of submitting an application, the SatCen will request it, and no appointment will be fully confirmed until the security clearance has been received by the competent national authority. In addition and during the selection procedure, candidates will need to declare any particular circumstances which could be in conflict with the performance of their duties at SatCen.
- Be physically fit to perform their duties. Prior to the appointment the successful candidate will be medically examined to fulfil the requirement of Article 6 of the SatCen Staff Regulations;

As the SatCen is situated in an air force base outside of Madrid, with limited access by public transport to the entrance of the base and no public transport on the base itself, a driving licence is highly desirable. It is the duty of any staff member to get to the office by its own means.

3.2. Selection criteria:

Applications will be assessed based on the information provided by the candidates in the Application Form, and their performance against the following criteria:

Qualifications and experience:

Essential:

- Secondary education with post-secondary studies preferably in the field of Computer science and in Informatics Systems;
- A minimum of 4 years professional experience in Computer science and in Informatics Systems.

Desirable:

- Itil certification or equivalent
- Valid certification(s) in at least one of the following topics:
 - Cybersecurity,
 - Network Management,
 - Virtualization,
 - Kubernetes,
 - Microsoft Technologies.

Skills and competencies:

Essential:

- Knowledge of directory services as Microsoft Active Directory and Microsoft networks technologies;
- Experience on virtualization and clustering technologies as Microsoft Hyper-V;
- Knowledge of security environments and level 7 firewalls;
- Experience on networking including routers and Internet protocols;

Desirable:

- Knowledge of logs and security systems like Splunk, Nessus or similar;
- Knowledge of Microsoft SQL Server management;
- Experience on storage technologies as NAS and SAN;
- Knowledge of PowerShell and other scripting languages;
- Knowledge of orchestration solutions of containerized applications (Kubernetes or similar);
- Experience on fixing and troubleshooting hardware and changing parts;
- Strong drafting and communication skills in English, both orally and in writing, at level C1.

All essential and desirable criteria are evaluated, so as to identify the most suitable candidates.

¹ According to the Common European Framework of References for Languages:
<https://www.coe.int/en/web/portfolio/self-assessment-grid>

4. Application procedure

Candidates are required to check carefully whether they meet all the eligibility criteria, particularly concerning the required types of diplomas and professional experience, before submitting an application.

All applications must be submitted in English.

For applications to be valid, candidates shall use the SatCen e-recruitment platform by following the link of the reference of the vacancy. No applications can be accepted by any other means of submission.

Part-time work will be taken into account in proportion to the percentage of full-time hours worked; therefore, candidates are requested to indicate the percentage of part-time employment. PhDs may be counted as professional experience if the candidates received a study grant or salary during the time of PhD studies. The maximum duration counted for PhD is three years provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure.

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. For 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.**

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience, etc.) should **not** be sent at this stage, but must be submitted at a later stage of the procedure upon request of the SatCen.

Due to the high number of applications received in each selection procedure, only shortlisted candidates will be contacted.

5. Closing date for applications

The closing date for application is **14/04/2023, 23:59, (CET)** (please check for eventual time zone differences).

The SatCen will disregard any application sent after the deadline. **Applicants are strongly advised not to wait until the last day to submit their applications, since heavy internet traffic or fault with the internet connection could lead to difficulties in submission.** The SatCen cannot be held responsible for any delay due to such difficulties.

6. Selection procedure

All applicants will automatically receive acknowledgement of receipt of their application.

The candidates' applications will first be assessed against the eligibility and the essential and desirable selection criteria. The most suitable candidates may be invited for an interview and a written test by a Selection Board. The final evaluation of the candidates will be based on the information provided by the candidates in the Application Form and their performance.

The Selection Board will propose a list of successful candidates (reserve list) to the Director, who will make the final decision.

Due to the volume of applications only candidates short-listed will be contacted and may be called for interview and a written test. All short-listed candidates will be informed of the outcome of the procedure.

All applications are treated fairly. Applicants will be assessed on the basis of their qualifications and in strict compliance with the principle of equal opportunities in order to have the best possible match between the profile of the candidate and the requirements of the job.

Under no circumstances should candidates contact the Selection Board, directly or indirectly, concerning this recruitment. The SatCen reserves the right to disqualify any candidate who would disregard this instruction.

7. Contract and remuneration

Successful candidate(s) may be offered a contract as a temporary staff member in accordance with the [SatCen Staff Regulations](#), for an initial period of 4 (four) years, renewable.

Successful candidate(s) who will be offered a contract of employment will, on their entry into service, be placed in step 1 of the grade corresponding to the length of their professional experience in the grade range B5/B6. The grading system and the corresponding basic monthly salaries are published on the [SatCen's website](#).

In addition to the basic monthly salary, the following benefits might apply:

- Additional specific allowances (e.g. expatriation (up to 18% of the salary), household, dependent child, education, installation), depending on the individual's family situation and the place of origin;
- Flexible work arrangements (such as part-time work, flexible working hours, teleworking, home leave) under certain conditions;
- Training and development opportunities;
- Annual leave entitlement of 30 days;
- Maternity/paternity leave and parental leave under certain conditions;
- Private Medical Insurance Scheme enabling access to worldwide medical care;
- Defined-benefit pension scheme, with right to a retirement pension accrued after 10 years of service.

The salary is subject to a Community tax deducted at source and exempt of national taxation.

8. Equal opportunities

SatCen applies a zero tolerance policy towards any forms of discrimination, or disrespectful or sexist behavior.

The SatCen is an equal opportunities employer and strongly encourages applications from all candidates without any distinction whatsoever on grounds of nationality, age, race, ethnic origin, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities, marital status or other family situation.

SatCen recruitment is a competitive process, based on the merits of candidates and the principles of equal opportunity and non-discrimination. In line with this principled approach and also with the desire to improve the gender balance among SatCen staff, female candidates are encouraged to apply and compete for this position.

Disabled candidates are encouraged to apply. 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.

SatCen staff members are recruited on the broadest possible geographical basis from among nationals of all Member States of the European Union.

9. Data Protection

The SatCen ensures that candidates' personal data are processed as required by Regulation (EU) 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. (Official Journal of the European Union L 295, 21 November 2018, p. 39–98).

Unless indicated otherwise, any personal data will be processed solely for the purpose of the recruitment procedure. Details concerning the processing of personal data in recruitment procedures are available in [this privacy statement](#).

Any data provided will be treated in the strictest confidence and with high standards of security.

10. Appeals

The appeal procedure is reflected in Chapter VIII, Art. 28 of the [SatCen Staff Regulations](#), also published on the SatCen website.

If an applicant considers to have been adversely affected by a particular decision, a complaint can be lodged under Article 28 of the SatCen Staff Regulations, to the following address:

SatCen
Base Aerea Torrejón de Ardoz
Avenida de Cádiz, Edificio 457
28850 Torrejón de Ardoz, Spain

The complaint must be lodged within three (3) months. The time limit for initiating this type of procedure starts from the time the applicant is notified of the act adversely affecting him/her.