

Vacancy Notice

The European Chemicals Agency (ECHA) is launching this call for expressions of interest in order to establish a reserve list for the following contract agent profile:

Reference number	Vacancy notice	Grade	Indicative n° on reserve list
ECHA/CA/III/2015/003	IT Helpdesk Agent	FG III	6

The closing date and time for submission of applications for this call is 10 August 2015 at noon 12.00 Helsinki time (11.00 Central European Time).

1. The job

The IT Helpdesk Agent will work in the IT Infrastructure and Support Unit in the Agency's Directorate of Information Systems.

The IT Helpdesk Agent will act as the 1st and 2nd line providing support to ECHA staff with advice on how to use various IT services, delivering the service and resolving issues. The Agent will also provide support on the use of bespoke applications to National Authorities and Industry users.

Whilst a solid technical background is necessary, the IT Helpdesk Agent should also be able to design new and evolve existing IT services with a real focus on delivering additional value to the customer. The Helpdesk team has a heavy reliance on automation, therefore the ability to design and build automation tools, along with efficient processes are highly desirable.

The Helpdesk has to interface with external parties, thus the ability to build partnerships and manage contracts is one of the key skills.

Our dynamic and constantly changing environment requires a flexible and adaptable mind-set to take on new technologies and tasks.

In particular, she/he will be responsible for the following tasks:

- Using their technical expertise to analyse and resolve incidents;
- Using commercial service management tools (e.g. Remedy ticketing system) and following ITIL practices;

- Providing support on Microsoft solutions (Windows, Active Directory, SharePoint, File share, etc.);
- Providing support on MS Office applications (Outlook, Word, Excel, PowerPoint, etc.);
- Fulfilling service requests efficiently and according to established processes;
- Designing and evolving internal processes and IT services in the scope of the Helpdesk team;
- Interfacing effectively, and building partnerships with external suppliers;
- Managing procurement contracts, including setting up, but also invoicing, budgeting, stock management, asset management, reception of goods, etc.;
- Acting as the central contact point for all IT services, ensuring good analysis and escalation, but also displaying a good knowledge of all the IT services offered;
- Performing other duties as required.

2. Eligibility criteria

The selection procedure is open to applicants who satisfy the following eligibility criteria, on the closing date for application:

2.1. General requirements

The applicant must:

- Be a national of a Member State of the European Union, or a national of the European Economic Area (Iceland, Liechtenstein, Norway)¹;
- Enjoy the full rights as a citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Produce the appropriate character references as to the suitability for the performance of the duties²;
- Be physically fit to perform the duties³;
- Have a thorough knowledge of one of the official languages of the European Union⁴ and a satisfactory knowledge of another such language to the extent necessary to perform your duties;
- Be able to communicate well in English as this is the working language of ECHA.

¹ The Member States of the European Union are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

² Before appointment, successful applicants will be required to produce an official document indicating that they do not have a criminal record.

³ Before appointment, successful applicants will be required to undergo a medical examination to ensure that they fulfil the requirements of Article 82, 3(d) of the Conditions of Employment of Other Servants of the European Communities.

⁴ The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, Swedish.

2.2. Qualifications

a) Successful completion of post-secondary level education attested by a diploma.

Or

b) Successful completion of secondary education giving access to post-secondary education and additional relevant professional experience⁵ of at least three (3) years.

Only qualifications issued by EU Member State authorities or EEA authorities and qualifications recognized as equivalent by the relevant EU or EEA Member State authorities will be accepted.

2.3. Professional experience

To qualify for this profile, you must have at the closing date for applications a total professional experience⁵ of at least three (3) years acquired after achieving the minimum requirements stated out in 2.2 a) and b). At least, two (2) years of your total professional experience must be relevant professional experience⁶ in the fields listed in the section 1.

3. Selection criteria

If you meet the eligibility criteria set out in section 2, you will be assessed on the basis of the following selection criteria. The candidates who are judged to be the most suitable on the basis of the selection criteria will be invited to an interview.

- Your academic and professional qualifications and their relevance to the main areas of work listed in section 1;
- Your professional experience: the range of fields covered; type and level of work done and its relevance to the areas of work listed in section 1.

The following will be considered as asset:

- Experience of working in an international or multicultural environment.

⁵ Only appropriate professional experience acquired **after achieving** the minimum qualification stated in 2.2 shall be considered. Where additional periods of training and study are accompanied by periods of professional activity, only the latter shall be considered as professional experience. Compulsory military service or equivalent civilian service accomplished after the achieving the minimum qualification stated in 2.2. shall be taken into consideration. Professional activities pursued on a part-time basis shall be calculated pro rata, on the basis of the percentage of full-time hours worked. A given period may be counted only once.

⁶ Relevant experience should be described in the ECHA CV.

The academic and professional qualifications, professional experience and experience considered as an asset must be described as precisely as possible in the ECHA CV⁷.

4. Interview and written test

If selected for interview, you will be assessed in the interview on the basis of the following criteria:

- Knowledge and understanding of the tasks set out in section 1;
- Depth of experience in the tasks set out in section 1;
- Understanding of the role and aims of ECHA in relation to the REACH, CLP and Biocides legislation;
- Ability to organise, prioritise and manage several tasks simultaneously to meet deadlines;
- Service orientation and sense of responsibility;
- Ability to rapidly learn and develop new IT and other skills;
- Interpersonal skills and ability to work effectively in a multidisciplinary team in a multicultural and multilingual environment;
- Excellent command of spoken and written English.

Your ability to communicate in written English, and the knowledge, skills and competencies related to the job will be also assessed by written tests.

5. Placement on the reserve list

If you are judged to be among the most suitable candidates, on the basis of the criteria listed in sections 2, 3 and 4, you will be placed on the reserve list. The reserve list will be valid for a period of one year.

It should be noted that inclusion on the reserve lists does not imply any entitlement of employment in the Agency.

6. Applications

Before applying, you should carefully read the Guide of Applicants⁸ published on ECHA Website. This guide is an integral part of the Vacancy Notice and will help you to understand the rules governing the procedure and how to apply.

All interested candidates are invited to apply by filling in the following two documents:

- **ECHA CV⁹**: This document is available in two different formats: .doc format (http://echa.europa.eu/documents/10162/17100/echa_cv_en.doc) and .pdf format (http://echa.europa.eu/documents/10162/13602/echa_cv_en.pdf);

⁷ http://echa.europa.eu/doc/opportunities/jobs/echa_cv.doc.

⁸ http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf

- **Application form**¹⁰:
https://comments.echa.europa.eu/comments_cms/ApplicationForm.aspx?Code=ECHACA2015003

7. Other information

Successful applicants may be offered an employment contract for three years as a contract agent. This contract may be renewed for a definite period. If renewed for a second time, the contract becomes indefinite.

The successful applicant will be required to make a declaration of commitment to act independently in the public interest and to make an annual declaration in respect of any interests which might be considered prejudicial to his/her independence. Moreover, before recruiting a member of staff, ECHA's Executive Director will examine whether the applicant has any personal interest which may impair his/her independence or any other conflict of interest. To that end, the applicant, using a specific form, shall inform the Executive Director of any actual or potential conflict of interest. Applicants must confirm their willingness to do so in their application.

For more information on the selection process of contract agents and on the contractual and working conditions, please, refer to:

- Guide for Applicants:
http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf
- Implementing rules concerning contract agents:
http://echa.europa.eu/documents/10162/13560/mb_07_2009_d_final_implementing_rules_for_the_staff_regulations_contractual_staff_en.pdf
- Conditions of Employment of Other Servants of the European Communities:
<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

8. Protection of personal data

The European Chemicals Agency will ensure, on its part, that your personal data is processed as required by Regulation (EC) No 45/2001¹¹ on the protection of personal data.

For more information on the protection of personal data, please consult the Guide for Applicants¹².

⁹ The ECHA CV must be attached to the Application form. Failure to submit the ECHA CV will lead to exclusion from the procedure.

¹⁰ Applications that are sent after the closing date for submission, are incomplete or do not fulfil the criteria set out above will be excluded from the selection.

¹¹ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF>

¹² http://echa.europa.eu/documents/10162/13602/general_guide_for_applicants_en.pdf