



**EUROPEAN AVIATION SAFETY AGENCY
VACANCY NOTICE REF.: EASA/III/2009/025**

**Help Desk Assistant (F/M)
Contract Agent (FG III)**

Applications are invited for the posts of **Help Desk Assistant** within the **Finance & Business Services Directorate** of the European Aviation Safety Agency¹. The Agency is located in Cologne, Germany.

The Agency:

The European Aviation Safety Agency (EASA) is an Agency of the European Union which has been given specific regulatory and executive tasks in the field of aviation safety. The European Aviation Safety Agency is a key part of the European Union's strategy to establish and maintain a high uniform level of civil aviation safety in Europe.

For further information, please refer to our website: <http://www.easa.europa.eu>

The Finance and Business Services Directorate:

The Finance and Business Services Directorate provides for a strong infrastructure on which to build the organization, managing facilities, finance, information technology, procurement and outsourcing contracts.

Job description:

The job holder will report to the IS Infrastructure Manager within the Information Service Department. He/she will be responsible for the deployment of computers, other IT hardware and telephony and for giving related user support to the EASA staff.

He/she will be in particular responsible for:

- Being in charge of the image deployment and the configuration of computers and their peripherals for Agency staff members;
- Setting up and maintaining printers, copiers and faxes;
- Working in close coordination with the asset management staff;
- Providing remote or on-site first level support to the Agency staff members;
- Being actively involved in testing the impact at the user-level of newly implemented applications and / or systems in relation with ongoing ICT projects.

Qualifications and experience required:

A. ELIGIBILITY CRITERIA:

A1 A level of post-secondary education attested by a diploma,
OR

a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years,

A2 Thorough knowledge of one of the languages of the Communities and a satisfactory knowledge of another language of the Communities to the extent necessary for the performance of his/her duties.²

¹ Established by European Parliament and Council Regulation (EC) No 216/2008 of 20 February 2008 (OJ L 79/1, 19.03.2008) repealing European Parliament and Council Regulation (EC) No 1592/2002 of 15 July 2002 (OJ L 240, 7.9.2002)

² In addition, in order to be eligible to their first promotion staff members have to have a working knowledge of a third EU language, as described in the applicable Staff Regulations and Implementing Rules.

In addition, in order to be eligible the candidate must:

- Be a national of a Member State of the European Union, Norway, Switzerland, Liechtenstein or Iceland;
- Be entitled to his or her full rights as a citizen³;
- Have fulfilled any obligations imposed by the applicable laws on military service;
- Meet the character requirements for the duties involved and
- Be physically fit to perform the duties linked to the post⁴.

B. SELECTION CRITERIA:

Essential

- Very good knowledge of Microsoft end-user products;
- Knowledge or preferably professional experience in using a ticketing system;
- Knowledge or preferably professional experience in image deployment;
- Knowledge or preferably professional experience in maintaining the running hardware;
- Very good technical knowledge of existing computer hardware;
- Strong commitment to promoting a service minded and customer oriented service;
- Ability to work accurately under pressure and within tight deadlines;
- Ability to work in a team combined with a strong sense of responsibility and initiative;
- Good knowledge of both written and spoken English.

Advantageous

- Professional experience in multicultural environments;
- Knowledge or preferably professional experience in restoring data with Backup Exec;
- Knowledge or preferably professional experience in package deployment with SMS;
- Good communication skills;
- High flexibility, including ability to work at night and during weekends as a response to crisis situations;
- Good knowledge of German and/or French;

Engagement and conditions of employment:

The selected applicant will be engaged for a period of maximum 36 months (which may be renewed) as contract staff member under the provisions of title IV, Art. 80 of the "Conditions of Employment of Other Servants of the European Communities⁵". The probationary period is 9 months. The grade will be determined in accordance with the years of professional experience.

Also the EASA offers a comprehensive welfare package including pension scheme, medical, accident and occupational disease insurance coverage, unemployment and invalidity allowance and travel insurance.

Annual leave is calculated on the basis of two days per calendar month plus additional days for age, grade and distance from the place of origin. In addition, the Agency offers an average of 16 bank holidays per year. Adequate sick leave is available.

The jobholder will be engaged by the Executive Director on the basis of a list of suitable candidates proposed by the Selection Committee. Candidates should note that the proposal may be made public and that an inclusion on the list does not guarantee recruitment. The established list may be used for the recruitment of a similar post depending on the needs of the Agency and will be valid until 31/12/2010 (the validity of the reserve list could be extended).

³ Prior to the appointment, the successful candidate will be asked to provide a certificate from the police file to the effect of non-existing criminal record.

⁴ Before being engaged, a member of the contract staff shall be medically examined by one of the institution's medical officers in order that the institution may be satisfied that he fulfils the requirements of Article 82 (3)(d).

⁵ For further information refer to: http://europa.eu/epso/discover/careers/staff_regulations/index_en.htm

For reasons related to the Agency's operational requirements, the candidate will be required to be available at short notice.

Declaration of commitment to serve public interest independently:

The jobholder will be required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to the interests that might be considered prejudicial to his/her independence.

Commitment to promote equal opportunities:

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

Selection Procedure:

Eligibility of candidates will be assessed according to compliance with all formal requirements by the closing date for the submission of applications. Eligible candidates who meet all essential selection criteria may be invited for an interview, which will be held for the most part in English. During the selection process candidates may be required to undergo a competency assessment exercise and complete part of the process in their second EU language. The interview session will be held in Cologne, Germany.

Please note that the Selection Committee's work and deliberations are strictly confidential and that any contact with its members is strictly forbidden.

Due to the large volume of applications, only candidates selected for the interviews will be contacted. Applicants are invited to follow the recruitment process status on the EASA website.

Please note that applications will not be returned to candidates but will be kept on file by the agency. The information provided in your application is subject to EU legislation on protection of personal data and confidentiality of information.

Submission of application:

For applications to be valid, the candidates must submit in a single A4-sized envelope **one (1) original and four (4) copies of all** the following documents:

- a completed EASA application form⁶;
- a motivation letter of no more than one page, explaining why the candidate is interested in the post and what her/his added value would be to the Agency if selected.

Candidates are kindly asked to send their applications as separate sheets without stapling or binding them together. In order to ensure the reception of your application, we strongly recommend sending your application by **registered mail**.

Applications delivered **via email** will **not be accepted**.

Do not send supporting documents with your application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.). Candidates invited for an interview will be requested to present for verification all original documents supporting every educational achievement and work experience they have referred to in the application.

Closing date:

Applications must be sent no later than **05/06/2009**.

⁶ This document is available on the following website:
http://www.easa.europa.eu/ws_prod/g/g_recruitment_main.php

Please note that in order to be considered, the applications received are required to be dispatched within the deadline; the postmark date will serve as a proof.

Please send your application to:

Mail and registered mail:

European Aviation Safety Agency
Human Resources - Recruitment Section

Ref.: EASA/III/2009/025

Postfach 10 12 53

D-50452 Cologne, Germany

Courier and parcel delivery:

European Aviation Safety Agency
Human Resources - Recruitment Section

Ref.: EASA/III/2009/025

Ottoplatz 1

D-50679 Cologne, Germany