



Luxembourg, **NOV 22 2017**

REF.: CDT-ACII-2017/01 – TRANSLATION SUPPORT TECHNICIANS
GRADE: FG II
DEPARTMENT: TRANSLATION SUPPORT DEPARTMENT
PLACE OF EMPLOYMENT: LUXEMBOURG

The Translation Centre for the Bodies of the European Union was established in 1994 to provide translation services for the various bodies of the European Union. It is based in Luxembourg. Since its establishment, the Centre's workload has increased considerably, and it now employs around 200 staff.

To meet to the needs of the **Translation Support Department's Workflow Management Section**, the Translation Centre is organising a selection procedure to establish a reserve list for the recruitment of versatile contract agents as translation support technicians for the following activities:

technical pre-processing of documents for translation,

technical post-processing of translated documents,

with essential skills in the following specific areas:

office automation and document formatting,

computer-aided translation for translation support

and desirable skills in the following related areas:

subtitling processes,

translation project management.

THE GENERAL RESPONSIBILITIES OF A TRANSLATION SUPPORT TECHNICIAN ARE:

Assisting the immediate superior: assisting the immediate superior in the daily management of the pre-processing and post-processing activities; suggesting improvements to technical processes; updating working documents and contributing to a good working environment and climate of trust, in order to support the continued improvement to the quality of the running of the section and the efficiency of the immediate superior and the team;

Monitoring activities: ensuring the monitoring of team activities; maintaining contact with translators and providing assistance on a technical level; preparing instructions for all the stakeholders involved in the workflow;

Main support activities: carry out technical analysis of documents in different file formats such as Microsoft Office formats, HTML, XML and InDesign; carry out pre-processing tasks on files to be translated in various formats in accordance with the instructions provided by the client; make sure that the pre-processed files can properly be processed by the main CAT tools used at the Centre by means of pseudo-translation tests; correct the layout of the translated files in several languages and make sure that clients' instructions are respected;

Additional activities: preparing and updating guides; identifying areas of automation and/or contributing in automating pre-processing and/or post-processing activities with the help of macros and/or specific software tools; technology watch; investigating on best-practice in pre-processing activities for translation purposes.

THE SPECIFIC RESPONSIBILITIES OF A TRANSLATION SUPPORT ASSISTANT ARE:

Office automation and document formatting:

- **Technical assistance:** providing direct assistance to in-house and freelance translators in order to help them quickly and efficiently with technical problems relating to this area or correction measures on final versions;
- **Technical preparation of files (pre-processing):** technical analysis and pre-formatting of documents (all formats); format conversions (including OCR); preparation of instructions;
- **Technical completion of files (post-processing):** technical analysis and post-formatting of documents before delivery to the Centre's clients in accordance with requests received;
- **Training:** providing training sessions on the use of specific software tools or on specific procedures to carry out the main support activities.

Computer-aided translation (CAT):

- **Technical analysis:** performing pseudo-translation tasks to make pre-processed files compliant with CAT tools; suggesting file filters customisations; analysing the layout of pre-formatted files in order to avoid linguistic segmentation issues; creating and/or suggesting task lists to be performed for the correct pre-processing activities.

1. SELECTION CRITERIA:

To be eligible to take part in this selection procedure, the applicant must on the closing date for online applications, meet the following requirements:

DEC 21 2017

a) ELIGIBILITY CRITERIA:

- be a national of a Member State of the European Union;
- qualifications: have a post-secondary education attested by a diploma in the field of desktop publishing and/or translation technology, or in translation with a special focus on translation technology;

or

a level of secondary education attested by a diploma giving access to post-secondary education, followed by at least three years of professional experience in the area of desktop publishing, translation support where pre-processing, post-processing and/or CAT tools related activities are clearly attested, or translation project management where pre-processing and post-processing activities are clearly attested;

- language skills: excellent knowledge of one of the official languages of the European Union and good knowledge of another official language of the European Union, to the extent necessary for the performance of the duties.

b) ESSENTIAL SPECIALISED REQUIREMENTS:

- very good knowledge of French or English and a good knowledge of English or French (spoken and written);
- good use of Microsoft Office tools/Adobe: Word, Power Point, Excel, Visio and InDesign;
- basic knowledge of HTML and XML attested by a certificate (university, educational institution or job description/work experience);
- good use of desktop publishing tools or computer-aided translation (CAT) tools attested by certifications or job description/work experience;
- certified experience in translation support activities of at least one year relevant to pre-processing and post-processing of files for translation purposes, such as for instance use of several text processing tools and/or desktop publishing tools and/or graphic and design processing tools;

or

- certified experience in translation support activities of at least one year relevant to CAT tools for pre-processing purposes, such as for instance creation of translatable files using CAT tools, customisation of file filters, troubleshooting of issues related to incompatibility of files and translation tools.

c) DESIRABLE COMPETENCIES:

- good knowledge of a third official language of the European Union;
- knowledge of a programming language;
- knowledge of subtitling processes;
- translation project management experience and/or training.

d) ESSENTIAL NON-TECHNICAL SKILLS:

- Written and oral communication: drafting skills, summarising skills and ability to communicate in the relevant languages.
- Interpersonal skills: ability to work in a team, communicate well at all levels (internally and externally) and work in a multilingual environment.
- Sense of responsibility: discretion, confidentiality, attention to detail, availability, efficiency and punctuality.
- Organisational skills: ability to manage various tasks and to set priorities; methodical approach; ability to take the initiative; versatility.
- Adaptability: able to help others and to work even when under pressure, inquisitive mind and aptitude for document research, capacity to learn and to adapt to developments in IT.

These skills will be evaluated in the written test and interview (see point 2(b)(i) and (ii)).

2. SELECTION PROCEDURE:

a) PRE-SELECTION STAGE:

The pre-selection stage will be in two parts:

- The first will be based on the abovementioned 'eligibility criteria' (point 1(a)) and aims to establish whether applicants meet all the mandatory eligibility criteria and all formal requirements laid down in the application procedure. Applicants who do not meet these requirements will be rejected¹.
- In the second part, applicants' professional experience and other criteria listed under 'Selection criteria' (point 1(b)) will be taken into consideration. This stage will be marked out of 20 (pass mark: 10).

The 12 applicants who obtain the best marks in the second part of the pre-selection stage will be invited by the Selection Committee for a written test and an interview.

¹ Please note that applicants who cannot provide proof of relevant professional experience in the fields specified will be rejected.

b) SELECTION STAGE:

The selection stage will be in two parts:

(i) A written test consisting of the following:

- A practical computer-based test to assess the applicants' aptitude with respect to the duties concerned (dealing with actual cases in the specific areas mentioned on page 1).

The written test will be marked out of 20 (pass mark: 10).

Time allowed: 2 hours and 30 minutes.

Applicants may choose either French or English for the written and practical computer-based tests. Please note that applicants whose main language is French must sit the tests in English and those with English as their main language must choose French.

(ii) An interview with the Selection Committee to assess the applicants' ability to carry out the duties described above. The interview will also focus on the applicants' specialist knowledge and the desired skills listed in points 1(b) and (c).

The interview may take place on the same day as the written and practical tests, or on one of the following days.

The interview will be marked out of 20 (pass mark: 12).

Time allowed: approximately 30 minutes.

The written test and the interview will take place in Luxembourg.

After the tests and the interviews, the Selection Committee will draw up a reserve list in alphabetical order. The reserve list will contain the names of applicants who have attained the required minimum in the interview and tests (see points (i) and (ii)). Please note that inclusion on a reserve list does not guarantee recruitment.

Those applicants who are invited to sit the tests must submit, as soon as requested by the Selection Committee, all relevant supporting documents corresponding to the information entered on the application form, namely copies of diplomas, certificates and other supporting documents proving their knowledge and skills and clearly showing start and end dates, the function and exact nature of their duties, etc.

However, before signing a contract, the successful applicant for the post will have to submit all originals and certified copies of all relevant documents proving compliance with the eligibility criteria.

The reserve list will be valid for 12 months from the date it is drawn up, and may be extended at the discretion of the Translation Centre's Authority authorised to conclude contracts of employment.

3. 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 Union. 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 to function group II. The basic monthly salary for grade 4 (step 1) is EUR 2046.33. In addition to the basic salary, various allowances may be added, such as a household allowance, an expatriation allowance (16% of basic salary), etc.

In addition, before being appointed, the 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)²;
- undergo a medical examination carried out by the Translation Centre's medical officers in order to satisfy the requirements of Article 28(e) of the Staff Regulations of Officials of the European Union.

4. APPLICATION PROCEDURE:

Interested applicants must complete their online application before expiry of the deadline.

We strongly advise applicants not to wait until the last few days to apply. Experience has shown that the system may become overloaded closer to the closing date for applications. It may therefore prove difficult to apply in time.

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 make a declaration in relation to any interests that might be considered prejudicial to his/her independence.

5. 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 said 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 a selection procedure have the specific right of access to certain information concerning them directly and individually. Applicants who so request may accordingly 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 within a month of being notified of their results in the selection procedure. The answer will be sent within one month. Requests will be dealt with taking account of the confidential nature of the Selection Committee proceedings under the Staff Regulations.

² Applicants must provide an official certificate confirming that they do not have a criminal record.

PROTECTION OF PERSONAL DATA

The Translation Centre (as the body responsible for organising the selection procedure) will ensure that applicants' personal data are processed as required by Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data (Official Journal of the European Union, L 8 of 12 January 2001). This applies in particular to the confidentiality and security of such data.

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

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

Since the Staff Regulations apply to selection procedures, please note that all the proceedings are covered by the confidentiality requirement laid down in the Staff Regulations. If at any stage of this selection procedure applicants consider that their interests have been prejudiced by a particular decision, they may take the following action:

I. REQUESTS FOR FURTHER INFORMATION OR FOR REVIEW

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

The Chair of the Selection Committee CDT-ACII-2017/01

Office 3076
Translation Centre
12E, rue Guillaume Kroll
L-1882 Luxembourg

within 10 days of the date of dispatch of the letter informing them of the decision. The Selection Committee will reply as soon as possible.

II. APPEAL PROCEDURES

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

The Authority authorised to conclude contracts of employment Ref.: CDT-ACII-2017/01

Office 3076
Translation Centre
12E, rue Guillaume Kroll
L-1882 Luxembourg

The time limits for initiating these two types of procedures starts to run from the date on which applicants are notified of the act allegedly prejudicing their interests (see the Staff Regulations as amended by Council Regulation (EC, Euratom) No 1023/2013 of the European Parliament and of the Council (OJ L 287, 29.10.2013, p. 15 –<http://eur-lex.europa.eu/homepage.html>).

Please note that the Authority authorised 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 the proceedings of selection committees have clearly been infringed.

III. COMPLAINTS TO THE EUROPEAN OMBUDSMAN

- Applicants can make a complaint to the:

European Ombudsman

1 avenue du Président-Robert-Schuman – BP 403
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 the Decision of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties (94/262/ECSC, EC, Euratom) (OJ L 113, 4.5.1994, p. 15).

Please 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(4) of the Decision of the Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties (94/262/CECA, CE, Euratom), any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the bodies concerned.