



Luxembourg, 03/07/2019

REF.: CDT-AST3-2019/05
TRANSLATION WORKFLOW ASSISTANT

GRADE: AST3
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 the needs of the **Translation Support Department**, and more specifically the **Workflow Management Section**, the Translation Centre is organising a selection procedure to establish a reserve list for the recruitment of a temporary staff member for the following activities:

1. **Workflow Management**
2. **Translation Technology Management**

NATURE OF THE TASKS

Reporting directly to the Head of the Workflow Management Section, the selected candidate will be responsible for performing the following tasks:

1. **Workflow Management**
 - Monitor, analyse and assess the technical complexity of incoming linguistic service requests in order to establish execution priorities;
 - Establish deadlines and set up adequate workflows by making sure clients' expectations are met by respecting in-house protocols;
 - Apply advanced text processing techniques to carry out standard project management tasks (e.g. formatting of files, weighted volume analysis, pseudo-translation tests);
 - Provide systematic feedback on translation and localisation project management best practices and translation workflow management systems;
 - Collect and draft requirements to improve current systems, carry out business analysis and present them in a structured and IT-compliant manner; Make ad-hoc decisions on unforeseen situations to guarantee the correct planning of the linguistic services workflow;
 - Act as contact point for clients, in-house staff and external contractors on questions related to any linguistic service provided by the Centre;
 - Keep knowledge bases and relevant documentation sources up to date.

2. Translation Technology Management

- Ensure translation technologies are properly applied and maintained;
- Define, set up or improve processing pipelines aimed at enabling and optimising the translation process;
- Draft documentation and recommendations on system interoperability matters based on industry standards and best practices;
- Carry out advanced analysis on the technical aspects of translation environments, desktop or server-based, neural machine translation and other language technologies;
- Participate in and contribute to specialised discussions on state-of-the-art language technologies and applications;
- Provide different levels of training on the use of translation environments to all stakeholders involved in the translation process;
- Carry out back office activities such as translation project creation, text alignments, data handling in different formats, structured creation of multilingual corpora, automatic terminology extraction;
- Provide support to CAT tools end-users and provide immediate troubleshooting measures to technical issues that can delay the translation workflow;
- Define and execute some of the steps required for the roll-out of translation-related systems, including, but not limited to, the documentation, configuration or testing of such systems.

1. SELECTION CRITERIA:

To be eligible to take part in this selection procedure, the applicant must, on **31/07/2019**, the closing date for applications, meet the following requirements:

a) ELIGIBILITY CRITERIA:

- be a national of one of the Member States of the European Union;
- have a level of post-secondary education either in the field of translation with a focus on computational linguistics or localisation, or in the field of business development attested by a diploma, and appropriate professional experience of at least three years in implementation and management of CAT tools or translation/localisation project management attested by job descriptions and their relevant contracts.

or

a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least six years in implementation and management of CAT tools or translation/localisation project management attested by job descriptions and their relevant contracts;

- language skills: thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official language of the European Union to the extent necessary for the performance of the duties.

b) ESSENTIAL TECHNICAL COMPETENCES:

- In the interest of the service, very good knowledge of and communication skills in either French or English;
- Advanced use of Microsoft Office tools: Word, Power Point, Excel, Visio;
- Advanced use and knowledge of at least one CAT tool as a localisation engineer attested by an academic certificate issued by a recognised body, or by three years of experience in translation technology management;
- Advanced knowledge of localisation processes attested by an academic certificate issued by a recognised body, or by three years of experience in translation/localisation project management;
- Proven experience as a trainer (attested by work experience certificates) in translation/localisation project management or CAT tools;
- Good knowledge of XML and HTML;
- Good knowledge of industry standards for translation services.

c) DESIRABLE:

- Creation of scripts or applications (in any programming language) to automate systematic document processing tasks;
- Good knowledge of project management frameworks;
- Good knowledge of localisation process and workflow modelling;
- Theory and practice of localisation testing and reporting activities attested by academic certificates, or by at least one year of professional experience in localisation testing and reporting;
- Theory of subtitling techniques attested by an academic certificate and practical experience of at least one year in the field of technical preparation or subtitling projects and technical quality control;
- Experience in terminology projects (academic knowledge or professional experience of at least 6 months);
- Knowledge of European Union public procurement rules attested by academic certificates or by professional experience in European Union institutions or agencies;
- Professional experience of at least 6 months in an EU institution, agency or body or international organisation in the area of expertise (i.e. translation technology or localisation);
- Experience of at least one year as a business analyst or business developer;
- Experience with neural machine translation implementations and corpus processing pipelines.

d) ESSENTIAL NON-TECHNICAL COMPETENCES:

- Written and oral communication: good drafting and summarising skills; ability to communicate well at all levels (internal and external) and in a multilingual environment.
- Interpersonal skills: ability to work individually and collectively in a team.

- Sense of responsibility: discretion, confidentiality, precision, efficiency, availability and punctuality.
- Organisational skills: ability to manage various tasks and to set priorities; methodical approach; ability to take initiative; versatility.
- Adaptability: ability to help others and to work well under pressure; ability to upskill and adapt to developments in the IT environment.

These skills will be assessed during the written test and interview (see point 2(b)(i),(ii) below).

2. SELECTION PROCEDURE:

a) PRE-SELECTION STAGE:

The pre-selection stage will be carried out in two parts:

- the first part will be based on the above-mentioned eligibility criteria (point 1(a)), and is intended to establish whether the applicant meets all the mandatory eligibility criteria and all formal requirements laid down in the application procedure. Applicants who do not meet these requirements will be rejected;
- the second part will take into consideration professional experience and other points indicated under 'Essential technical competences' and 'Desirable' (points 1(b), (c)). This part will be marked on a scale from 0 to 20 (pass mark: 12).

The Selection Committee will invite for a written test and an interview the **20 applicants** who pass the pre-selection stage and obtain the best marks.

b) SELECTION STAGE:

The selection stage follows the procedure described below. It will be carried out in two parts:

(i) A written test (in English or French) consisting of:

- a practical computer-based test to assess applicants' knowledge in the workflow management and translation technology management areas of specialisation.

Time allowed: 2 hours.

The written test will be marked out of 20 (pass mark 12).

Applicants may choose either English or French for the written test. 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 applicants' ability to carry out the duties described above. The interview will also focus on applicants' specialist knowledge and their competences listed under points 1(b) and 1(d).

The interview will take place on the same day as the written test or the following day(s).

Time allowed: approximately 40 minutes.

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

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

Once the written test and the interview have been marked, the Selection Committee will draw up a reserve list with the successful applicants in alphabetical order. Successful applicants are the applicants with both an aggregate pass mark in the written test and a pass mark in the interview (see points 2(b) (i) and 2(b) (ii)). Applicants should note that inclusion on a reserve list does not guarantee recruitment.

Those applicants who are invited to the tests must submit, on the day of the interview, the relevant supporting documents corresponding to the information entered on the application form, namely copies of diplomas, certificates and other supporting documents proving their qualifications and professional experience and clearly showing start and end dates, the function and exact nature of their duties, etc.

However, before a contract can be concluded, the selected applicants will have to provide the originals and certified copies of all relevant documents proving eligibility criteria.

The reserve list will be valid for 12 months from the date of its establishment 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, successful applicants may be offered a three-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 selected applicant may be required to apply for security clearance.

The selected applicants will be recruited in the function group/grade AST3. The basic monthly salary for the grade AST3 (step 1) is EUR 3739.68. In addition to the basic salary, members of staff may be entitled to various allowances, such a household allowance, an expatriation allowance (16% of basic salary), etc.

In addition, in order to be eligible and before being appointed, the selected applicant must:

- have fulfilled any obligations imposed on them by the law concerning military service;
- meet the character requirements for the duties involved (enjoy full rights as a citizen)¹;
- undergo a medical examination arranged by the Translation Centre 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 should complete their online application in time.

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.

¹ 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 recruits applicants irrespective of age, race, political, philosophical or religious convictions, gender or sexual orientation, handicap, 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 I).

REQUESTS FROM CANDIDATES 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.

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 (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 (OJ L 295, 21.11.2018, p. 39). 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](#).

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

Since the Staff Regulations apply to selection procedures, please note that all proceedings are confidential. 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 your case to:

For the attention of the Chair of the Selection Committee CDT-AST3-2019/05

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

within 10 calendar days of the date of dispatch of the letter informing them of the decision. The Selection Committee will send a 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:

For the attention of the Authority authorised to conclude contracts of employment

CDT-AST3-2019/05

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

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

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 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 Decision 94/262/ECSC, EC, Euratom of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties (OL L 113 of 4 May 1994, p. 15).

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 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, under Article 2(4) of the Decision 94/262/ECSC, EC, Euratom of the European Parliament of 9 March 1994 on the regulations and general conditions governing the

performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.