



Luxembourg, **APR 02 2019**

REF. : **CDT-ACIII-2019/02**
Service Desk Assistant

GRADE: **GF III**

DEPARTMENT: **IT Department**

PLACE OF EMPLOYMENT: **Luxembourg**

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

To meet the needs of the IT Department's Service Desk Section, the Translation Centre is organising a selection procedure with a view to compiling a reserve list for the recruitment of a contract staff member as an office systems Service Desk Assistant.

In collaboration with members of the IT department, the post involves providing IT support and fulfilling service requests for both internal and external users of the Translation Centre (clients/suppliers).

The Translation Centre's client computing platform (work stations) is based on the Windows 10 operating system, the Microsoft Office 2016 suite, the Lotus Notes messaging system, and internally developed business applications.

NATURE OF TASKS

- a) Assisting the immediate superior: assisting the Head of the Service Desk Section in the daily management of the service; suggesting any improvements to the areas managed; coordinating and updating administrative documents and contributing to a good working environment and climate of trust in order to support ongoing improvement in the quality of the running of the service and the efficiency of the immediate superior.

b) Management and monitoring activities: managing and monitoring the section's activities.

- Assisting users:
 - Monitoring **user incidents** involving the equipment and software used at the Centre (1st-level support for all fields; 2nd-level support for the client operating system and standard office systems software) in order to provide high-quality support for users; distinguishing between minor, one-off problems and major problems requiring information to be forwarded to other stakeholders (Client System Support Service Desk staff, or staff from other sections) in order to contribute to the creation and maintenance of an environment that provides a consistent, high-performance IT architecture.
 - Implementing the **service requests** entered in the Service Desk log: set-up and removal of client equipment (work station and peripherals), implementation of automated software maintenance and installation solutions, technical assistance during video-conference meetings, preparation of ad-hoc teleworking equipment, etc., to assist in the efficient running of the Centre's IT client environment.
 - Monitoring hardware failures: **monitoring hardware failures** occurring on the various items of client equipment in order to help guarantee a high-performance hardware-use experience for users.
 - Documentation and training: preparing **technical documentation**, drafting **user manuals** and providing **training** on the Translation Centre's IT environment, principally for new users and new teleworkers.
- c) Other support activities: performing a variety of functions, such as acceptance and checking of products in compliance with the needs expressed by the Centre; suggesting procedures, developing and implementing those already identified within the department; carrying out the necessary actions on the basis of agreed or established procedures; providing a channel of communication between different sections; liaising with clients, suppliers and external partners.

1. SELECTION CRITERIA:

To be eligible to take part in this selection procedure, the applicant must, on ... **MAY 06 2019**
... the closing date for applications, meet the following conditions:

a) ELIGIBILITY CRITERIA

- Be a national of a Member State of the European Union;
- Qualifications:
 - have a level of post-secondary education attested by a diploma,
or
 - have a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least 3 years;
- Linguistic knowledge: an in-depth knowledge of one of the languages of the Union and a satisfactory knowledge of another official language of the Union, to the level necessary for carrying out the required functions.

b) ESSENTIAL TECHNICAL SKILLS

- Subsequent to having obtained the above-mentioned qualifications and professional experience, applicants must have at least 3 years' full-time professional experience, including a minimum of 2 years in the field of user IT support;
- Very good expertise with Microsoft solutions and tools (Windows 10, Office Suite);
- A very good knowledge of the different types of client IT equipment (PCs, thin clients, laptops, IP telephony, personal and multi-function printers, etc.); a good understanding of the configuration of such equipment;
- A good level of familiarity with an IT service incident and request management tool;
- A good understanding of CAT (Computer Aided Translation) tools – SDL Studio, or similar;
- A good understanding of SharePoint;
- A good understanding of video-conferencing tools and technologies;
- A good understanding of the tools and technologies involved in teleworking;
- Experience in the use of a workstation management tool (Microsoft System Center Configuration Manager, or similar);
- In-depth experience in the field of drafting technical documentation and user-documentation;
- A very good knowledge of French or English [level C1] and a satisfactory knowledge of French or English [level A2].

c) DESIRABLE TECHNICAL SKILLS

- ITIL V3 Foundation Certification;
- A satisfactory knowledge of a third official language of the European Union.

d) ESSENTIAL NON-TECHNICAL SKILLS:

- Interpersonal skills: ability to work in a team, to communicate well at all levels (internally and externally) and to work in a multilingual environment;
- Sense of responsibility: discretion, respect for confidentiality, attention to detail, availability, efficiency and punctuality;
- Organisational skills: ability to manage various tasks and to set priorities, a methodical approach and the ability to take the initiative, versatility;
- Adaptability: the ability to assist others and to work under pressure, the ability to learn and to adapt to new developments in the IT environment.

These skills will be assessed by means of a written test and an interview [see point 2(b)(i) and (ii) below].

2. SELECTION PROCEDURE

a) **PRE-SELECTION STAGE**

The pre-selection stage will be in two parts:

- The first will be based on the above-mentioned 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 rejected.
- The second will take account of professional experience and other aspects mentioned in point 1(b) ('Essential technical skills'). This stage will be marked on a scale from 0 to 20 (pass mark: 10).

The selection committee will invite the 15 applicants who have passed the pre-selection stage and achieved the highest score to take a written test and attend an interview.

b) **SELECTION STAGE**

The selection stage will follow the procedure described below. It will be in two parts:

(i) A written test (in English or in French), which will consist of:

- A multiple-choice questionnaire (16 questions) to assess applicants' knowledge in the fields mentioned in point 1(b).
Duration: 30 minutes
- A case study to assess applicants' written skills, analytical skills and skills in the fields mentioned in point 1(b).
Duration: 1 hour and 30 minutes

The written test will be marked out of 20: The multiple-choice questionnaire will account for 8 points and the case study will account for 12. The minimum mark required across the two tests is 12 points.

Applicants may choose either English or French for the written test. Please note that applicants whose main language is French must take 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. More particularly, the interview will also assess applicants' specialist knowledge and their skills in the fields mentioned in points 1(b), 1(c) and 1(d).

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

Interview duration: about 40 minutes.

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

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

After the written test and the interview have been marked, the selection committee will draw up an alphabetical reserve list of applicants. Successful applicants will be those who have achieved the minimum total mark required in the written test and the minimum mark in the interview [see points (i) and (ii)]. Applicants should note that inclusion on a reserve list does not guarantee recruitment.

Applicants invited to take the written test and to attend the interview must, on the day of the interview, provide relevant documentary evidence of the information stated on the application form, namely copies of diplomas, certificates and other documents attesting to their professional experience and clearly indicating the start and end dates, the position held, the precise nature of the tasks involved, etc.

Before any contract is signed, successful applicants must, however, submit the originals and certified true copies of all relevant documents to prove that they meet the eligibility criteria.

The reserve list will be valid for 12 months after the date on which it is drawn up and that period may be extended at the discretion of the Translation Centre's authority empowered 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 III. The basic monthly salary for grade 8 (step 1) is EUR 2 704.38. In addition to the basic salary, various allowances may be added, such as a household allowance, an expatriation allowance (16 % of the basic salary), etc.

In addition, in order to be eligible, and 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)¹;
- undergo a medical examination by a medical officer from a service nominated by the Translation Centre in compliance with the provisions 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 nearer to the closing date for applications, which may make it difficult to apply before the deadline.

EQUAL OPPORTUNITIES

¹ Applicants must provide an official certificate confirming that they do not have a criminal record.

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

Prior to taking up a post, the successful applicant will be required to make a declaration of commitment to act independently in the public interest, and to declare any interests that might be considered detrimental to their 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 selection procedures have the specific right of access to certain information concerning them directly and individually. By virtue of that right, supplementary information concerning their participation in the selection procedure may be supplied to applicants on request. Applicants must submit their request in writing to the Chair of the Selection Committee within one month of notification of the results obtained in the course of the selection procedure. They will receive a reply within one month. Requests will be dealt with in keeping with the confidential nature of Selection Committee proceedings, in accordance with the Staff Regulations.

PERSONAL DATA PROTECTION

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) No 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. This applies most particularly to the confidentiality and security of such data.

The applicant has the right of recourse to the European Data Protection Supervisor at any time (edps@edps.europa.eu).

Please consult the [specific confidentiality declaration](#).

The Staff Regulations of Officials of the European Union apply to selection procedures. Please note that all procedures are covered by the confidentiality obligations stated in said Regulations. If, at any stage of the selection procedure, applicants are of the opinion that a particular decision has prejudiced their interests, they may take the following course of 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-ACIII-2019/02

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. APPEALS

- Lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union, which should be sent to the following address:

Authority Empowered to Conclude Contracts of Employment (Ref.: CDT-ACIII-2019/02)

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

The time limits for initiating these two types of procedure start 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/oj/direct-access.html?locale=en>].

Applicants should note that the Authority Empowered 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 may address their complaint to:

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 (OJ L 113, 4.5.1994, p. 15).

Applicants should 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 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 bodies concerned.