

NOTICE OF OPEN COMPETITION EPSO/B/22/04

(2004/C 66 A/02)

The European Personnel Selection Office (EPSO) is organising an open competition, based on tests, to constitute a reserve pool from which to recruit

ADMINISTRATIVE ASSISTANTS (*) (B 5/B 4) ⁽¹⁾ IN THE FIELD OF INFORMATION TECHNOLOGY

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(*) The European Union institutions apply an equal opportunities policy and accept applications without distinction on grounds of age, race, political, philosophical or religious conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

⁽¹⁾ These grades are those used by the institutions under the current Staff Regulations. However, the Commission has formally transmitted to the Council a proposal to amend the Staff Regulations that would introduce a new career system. If placed on the reserve list, therefore, you may be offered a post on the basis of amended Staff Regulations, once they have been adopted by the Council. According to the rules laid down in Articles 11 and 12 of section 2 of Annex XIII, to the amended Staff Regulations, grades B 5 and B 4 are to be replaced, throughout the transition period (1 May 2004 to 30 April 2006) by grade B* 3 and thereafter by grade AST 3.

A. DUTIES AND ELIGIBILITY (PROFILE SOUGHT)

Competition EPSO/B/22/04 is being organised to recruit administrative assistants (B 5/B 4) in the field of information technology.

The purpose of this competition is to draw up a reserve list from which to fill vacant posts in the European Union institutions (in particular the Council, the European Parliament, the European Commission, the Court of Justice of the European Communities and the Court of Auditors).

The number of successful candidates to be placed on the reserve list is set at **340**.

EPSO is holding open competition EPSO/A/16/04 (A 7/A 6) in parallel. **Since the tests in these two competitions may be organised simultaneously, you may apply for one of them only — if you apply for both, you will be disqualified.**

I. DUTIES

The positions for which the competition is being held involve work in one or more of the following areas:

- application development
- administration of user environment
- web development and administration
- management and supervision of networks, and telecommunications.

Apart from the technical aspects related to the various areas, the duties may include:

- organising and/or following-up projects in any of these areas (partly using outside contractors),
- the organisation and/or the follow-up of operational services in any of these areas (with or without outsourcing part of the work).

All duties involve frequent contact with departments across the board in the European Institutions and with external contractors and entail various tasks related to reporting and presenting work results/plans to technical and non-technical audiences. All duties involve working in teams in an international environment.

(a) General knowledge required

- Operating systems: system administration and configuration (the operating system currently used by the European Institutions are Windows NT/XP/2000 ⁽²⁾ and Unix)
- Database systems (the European Institutions' main database management system is Oracle)

⁽²⁾ These are the products used by the European Institutions today (the Court of Auditors uses 'Lotus Notes & Novell'). However, the tests will be oriented more towards the ability to work in a rapidly changing IT environment than towards detailed knowledge of any of these products.

- Office automation tools (basic tools used are MS Office and Exchange/Outlook)
- Networks and telecommunications, with an emphasis on Internet technologies
- Network and computer security (virus protection, user authentication, access rights, protection against network intrusion)
- Application development (data modelling, object-oriented development methodology, web-based application interfaces, programming etc.)
- Project and service management.

(b) **Detailed knowledge required**

The detailed knowledge should cover one of the following areas:

1. **Information system development (including database systems)**

- Business process analysis
- Object-oriented development methodology (including associated tools), application architectures (one-tier, multi-tier)
- Database installation, performance and design, database implementation using multi-user relational database management systems (such as Oracle, Informix, SQL server)
- Two programming languages with their associated development environments, including at least one of the following: JAVA, Visual Basic, Visual C#, Powerbuilder, Asp. NET, C++, ColdFusion, Oracle application design/development tools
- Creation, organisation and administration of websites and HTML, XML and UML pages
- Development and maintenance of technical and user documentation
- Quality assurance: application testing
- Application deployment (client and server set-up).

2. **Web development and administration**

- All current web developments and cutting-edge web technologies
- Creation, organisation and administration of websites and HTML, XML and UML pages
- Two web programming languages with their associated development environments, including at least one of the following: JAVA, Asp. NET, PHB and ColdFusion
- Web application development and deployment techniques
- Administration of web servers (such as: Planet Web Server, Microsoft Internet Information Server, ColdFusion Server, BEA weblogic applications, Apache Server Enterprise, etc.).

3. **Administration of user environment**

- Configuration, administration, support and keeping up to date of end-user workstations and associated application servers (the European Institutions use Windows NT/XP/2000 workstations and servers)
- Configuration, administration and support of office automation tools. End-user support for such tools (the European Institutions use MS Office, including Exchange/Outlook or Teamware)

- Configuration, administration and support of printers and other shared resources in a network environment
- Network interaction (dynamic IP address assignment, determination of access and/or performance problems)
- User administration, including aspects related to security and confidentiality
- Service management — user support, helpdesk, quality assurance, Service Level Agreements.

4. **Management of networks and telecommunications**

(a) Data systems

- Good knowledge of LAN/WAN protocols and services (DHCP, DNS, HTTP, SNMP, Active Directory, etc.)
- Use of Internet technologies for implementing internal networks or interconnecting networks
- Network equipment such as routers, hubs, firewalls, proxy-servers, remote access servers, authentication, etc.
- Network design, including cabling
- Network security, including user authentication, access right management and network intrusion detection
- Wireless communications
- Integration of voice and data
- Ongoing developments in the areas of VPN (Virtual Private Network) technologies.

(b) Voice systems

- Telephony/fax systems — configuration and operation of PABX systems
- Integration of voice and data
- Mobile, satellite and wireless communications
- Billing and accounting systems.

II. ELIGIBILITY (PROFILE SOUGHT)

You may apply for this competition if, on the closing date for applications (see C), you meet the following requirements:

1. **Certificates and diplomas**

You must have completed a course of advanced secondary education and obtained a certificate, and undergone further training in information technology for at least two years (and obtained a certificate recognised by a competent national body).

The selection board will allow for differences between education systems. A table showing examples of the qualifications required for this competition is annexed to the Guide for Applicants (see EPSO website ⁽³⁾).

⁽³⁾ <http://europa.eu.int/epso>

2. Professional experience

Since obtaining the diploma on completion of the course of advanced secondary education, you must have acquired at least **two years** full-time professional experience related to the duties concerned.

3. Knowledge of languages

You must have a thorough knowledge of one of the official languages of the European Union — language 1 — (Danish, Dutch, English, Finnish, French, German, Greek, Italian, Portuguese, Spanish or Swedish), and a satisfactory knowledge of a second of these languages — language 2.

Please give details of which languages you know on the online registration form ⁽⁴⁾.

After the closing date for applications, you may not change the languages in which you have specified that you wish to take the tests.

4. General terms and conditions

- You must be a citizen of one of the Member States of the European Union (Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden and the United Kingdom),
- You must be entitled to your full rights as a citizen,
- You must have fulfilled any obligations imposed on you by the laws concerning military service,
- You must meet the character requirements for the duties involved.

⁽⁴⁾ For practical reasons this form is available only in English, French and German.

B. THE SUCCESSIVE STAGES OF THE COMPETITION

1. Preselection tests — Marking

You will sit tests (a), (b), and (c) in your second language (language 2); you must specify in the online registration form which language you choose to be language 2.

- (a) A test comprising a series of multiple-choice questions to assess your specialist knowledge in the field.

This test will be marked out of 40 (pass mark: 20).

- (b) A test comprising a series of multiple-choice questions relating to the main developments in European integration and in the various Community policies.

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

- (c) A test comprising a series of multiple-choice questions to assess your general ability, in particular your verbal and numerical reasoning skills.

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

Wrong answers will not be penalised.

If, for the preselection tests as a whole, you obtain one of the **1 000** highest marks⁽⁵⁾ and pass each of these tests, you will be asked to submit a full application with a view to your possible admission to the competition.

The selection board will mark your written test if, after considering your application, it establishes that you meet all the eligibility criteria.

NOTE: for organisational reasons, written test (d) will be held on the same day as preselection tests (a), (b) and (c).

2. Written test

The written test will examine your ability to draft in language 1.

- (d) This written test is designed to test your knowledge in the field for which the competition is being held. You will have to write about two of the proposed subjects related to the duties required.

Each subject will be marked out of 30 (pass mark: 15).

If you do not attain the pass mark in one of the subjects, the other one will not be taken into consideration.

The selection board will then invite to oral test (e) the candidates who obtained the pass mark in each of the subjects and the **510** highest marks⁽⁵⁾ for the two subjects in written test (d).

⁽⁵⁾ If a number of candidates have obtained the same number of marks for the last place, the selection board will admit all of them.

3. Oral test

- (e) Interview — in language 1 — with the selection board to enable it to assess your suitability to carry out the duties described at A.I above. The interview will focus in particular on your specialist knowledge in the field concerned and your knowledge of the main developments in European integration and Community policies. Your knowledge of language 2 will also be tested. The interview is also designed to evaluate your ability to adjust to working as a European civil servant in a multicultural environment.

This test will be marked out of 60 (pass mark: 30).

4. Date and time allowed for the written test

The preselection tests and the written test will be held simultaneously for all applicants at one or more centres in the European Union. Once set, therefore, the date cannot be changed at applicants' request.

The fact that you have been invited to sit written test (d) at the same time as the preselection tests does not mean you have been admitted to the competition.

The time allowed for the preselection tests and the written test will be decided by the selection board; you will be notified of this when you receive your invitation to the tests.

5. Reserve list

At the end of the competition, out of all the candidates who obtain the pass mark in both test (d) and test (e) and one of the **340** highest marks ⁽⁵⁾ for these tests as a whole, the selection board will draw up a list of successful candidates, divided into merit classes (no more than four) and sorted in alphabetical order.

You will be informed of the selection board's decisions concerning you.

The list will be valid until 31 December 2005 and may be extended. It will be published ⁽⁶⁾ on the EPSO website ⁽³⁾.

⁽⁶⁾ A successful candidate may explicitly request that his/her name not be published.

C. HOW TO APPLY

(Please refer also to the Guide for Applicants, which can be found on the EPSO website ⁽³⁾. Here you can find detailed instructions to help you submit your application correctly).

All EPSO's communications to candidates for this competition will be in English, German or French. You may address EPSO in any official EU language, however.

Online registration form

Before submitting your application, you should carefully check whether you meet all the eligibility criteria (see section A, particularly concerning the types of diploma and professional experience required).

If you want to apply, you must register via the Internet by going to the EPSO website ⁽³⁾ and following the instructions there concerning the various stages of the procedure.

It is your responsibility to complete your registration in time ⁽⁷⁾. We strongly advise you not to wait until the last few days before applying — heavy Internet traffic or a fault with your Internet connection could lead to the online registration being terminated before you complete it, thereby obliging you to repeat the whole process. Once the deadline for the submission of registrations has passed, you will not be able to do so.

On completion of your online registration, you will receive on screen a number that you must note — this will be your reference number for your application. When you receive this number, the registration process is finished, it is confirmation that we have registered the data you entered.

If you do not receive this number, your application has not been registered!

Please note that you must have an e-mail address. This will be used to identify your registration. The information you must enter in your registration includes the languages you choose (see A.II.3), and the particulars of your qualifications (title, name of issuing establishment and date obtained).

Once registered, you can use the website ⁽³⁾ (click on 'Competitions' — 'Ongoing competitions') to follow the progress of the competition and check the test dates and locations.

*If you have a disability that prevents you from submitting your registration online, you may request, **in writing only** ⁽⁸⁾ a paper version of the form, which you should fill in, sign and return by registered mail, postmarked no later than the closing date for registration. All subsequent communication between EPSO and you will be by post.*

You must enclose with your registration form a certificate attesting your disability, issued by a recognised body. You should also set out on a separate sheet of paper any special arrangements you think are needed to make it easier for you to take part in the tests.

The closing date for registration is 19 April 2004. Online registration will not be possible after 12.00 Brussels time.

⁽⁷⁾ No later than 12.00, Brussels time, on 19 April 2004.

⁽⁸⁾ Write to EPSO — Info-recruitment — C 80 0/48 — B-1049 Brussels.

1. Preselection tests

The applicants who will be invited to the tests are those who are found to meet the general terms and conditions (see A.II.4) after EPSO has carried out a preliminary eligibility check on the basis of the information given in the application forms.

2. Invitation to preselection and main tests

The information on the invitation to attend the tests, the full application form and the invitation to the oral test will be available only on the EPSO website ⁽³⁾. You can access it using your user name and the password you specify when registering. You are responsible for notifying the competition secretary of any change in your postal or e-mail address.

You are responsible for keeping track of the progress of the competition and checking the information relevant to your application for each stage of the competition — you do this by checking your EPSO profile on the EPSO website ⁽³⁾. If you find that you cannot do this, it is your responsibility to notify EPSO by e-mail ⁽⁹⁾.

As far as possible you will be asked to sit the preselection tests and the written test at the test centre closest to the address given on your application form. **For organisational reasons you will not be able to switch to another venue unless you can prove that you have changed residence.**

The oral test may be held in Brussels.

3. Full application

The candidates who obtain one of the highest marks overall for preselection tests (a), (b) and (c) and the pass mark for each of these tests will be asked to print and complete the full application form from their EPSO profile on website ⁽³⁾ and send it in by the closing date ⁽¹⁰⁾.

Documents to enclose with the application form

Your application must give full details of your citizenship, studies, training, professional experience and any research you have undertaken. You should also enclose a list of the supporting documents, which should be numbered (copy of a document proving your citizenship, copy of diploma(s), these copies do not have to be authenticated, and of evidence of professional experience clearly indicating the starting and finishing dates and the precise nature of the duties carried out).

In filling in your application form, you may not refer to application forms or other documents submitted with a previous application. None of the documents submitted with your application will be returned.

⁽⁹⁾ E-mail address: epso-A/16/04-en@cec.eu.int

⁽¹⁰⁾ The deadline will be indicated well in advance in your EPSO profile.

Signing and sending the form

It is your responsibility to make sure that your application form, duly completed, signed and accompanied by all the supporting documents, is sent by the closing date ⁽¹⁰⁾ by registered post. The postmark will serve as proof of the date of sending.

Scrutiny of applications

The selection board will examine candidates' files to determine whether they meet the conditions laid down in Title A.II.1, 2, and 3 of this notice. It will then mark the written tests of the candidates who meet all the conditions set out in Title A.II and will invite to the oral test all those who have obtained both the pass mark in written test (d) and one of the highest scores (see B.2).

This means that you will automatically be disqualified if:

- you have posted your application after the closing date,
- you have not completed and/or signed the application form,
- you do not meet all the eligibility criteria.

4. Establishment of the reserve list

The candidates who obtain the pass mark in both test (d) and test (e) and one of the highest overall scores for these tests (see B.5) will be put on the reserve list.

NB: If you do not give all the required information in your online registration, you will not be invited to sit the tests. Similarly, if you are successful in the preselection tests and written tests but fail to return the application form duly completed and signed and accompanied by the requisite supporting documents within the time limit specified ⁽¹⁰⁾, you will not be admitted to the oral test.

5. If, at any stage in the procedure, it is established that (i) the information in your online registration or application form is incorrect or does not tally with the supporting documents or (ii) that you do not meet all the conditions for admission to the competition, you will be disqualified.

6. To facilitate the administration of the competition, in all correspondence you should GIVE YOUR FULL NAME AS IN YOUR APPLICATION, THE NUMBER OF THE COMPETITION AND YOUR LANGUAGE 1, TOGETHER WITH THE REFERENCE NUMBER YOU RECEIVE WHEN YOUR ONLINE REGISTRATION IS ACCEPTED.

D. GENERAL INFORMATION

1. Equal opportunities

The European Union institutions take care to avoid any form of discrimination during the competition procedure.

They apply a policy of equal opportunities and accept applications without distinction on the grounds of age, race, political, philosophical or religious conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

2. Selection board

A selection board is appointed for each competition. The names of its members will be published on the EPSO website ⁽³⁾ approximately two weeks before the preselection tests.

You are strictly forbidden to make any contact with the members of the selection board, either directly or indirectly. Any infringement of this rule will disqualify you from the competition.

EPSO is responsible for all communication with applicants until the competition is completed.

3. Approximate timetable

The competition will take approximately nine months from start to finish, depending on the number of applicants.

Full details will be available on the EPSO website ⁽³⁾.

4. Requests for applications to be reconsidered — Appeal procedures — Complaints to the European Ombudsman

See Annex.

5. Recruitment

If you are placed on the reserve list you may be eligible for appointment as a probationary official as and when required by the European institutions, in Brussels, Luxembourg or any other place of activity.

If you are offered a post, you will be asked to produce the originals of all the requisite documents such as diplomas, so that copies can be authenticated.

Due to the highly sensitive nature of some aspects of the work, candidates may be asked to undergo security screening under Council Decision 2001/264/EC of 19 March 2001 adopting the Council's security regulations.

Recruitment will depend on vacant posts and budgetary funds becoming available.

Depending on the nature of a post, candidates on the reserve list may initially be offered a temporary contract; in this case, their names will remain on the reserve list.

6. You should note that the compulsory retirement age for staff covered by the Staff Regulations or the Conditions of employment of other servants of the Communities is currently 65 years.

7. Category and grade

The reserve pool of assistant administrative assistants is intended for grades 5 and 4 of category B.

8. Remuneration

Basic monthly salary as at 1 May 2004:

grade B* 3 (see footnote 1), first step: **EUR 2 976,76**.

ANNEX

REQUESTS FOR APPLICATIONS TO BE RECONSIDERED — APPEAL PROCEDURES — COMPLAINTS TO THE EUROPEAN OMBUDSMAN

If, at any stage of the competition, you consider that your interests have been prejudiced by a particular decision, you can:

— **Request that your application be reconsidered**

You can request that your application be reconsidered by sending a letter within 20 days of the date of dispatch of the letter informing you of the decision, setting out the reasons, to:

European Personnel Selection Office
CORT 80
Open competition EPSO/B/22/04
B-1049 Brussels

EPSO will forward your request to the Chairman of the selection board where it comes within the board's remit. A reply will be sent to you as soon as possible.

— **Appeal**

Either

— you can bring a case before:

The Court of First Instance of the European Communities
Boulevard Konrad Adenauer
L-2925 Luxembourg

under Article 236 of the EC Treaty and Article 91 of the Staff Regulations of officials of the European Communities, or

— you can lodge an appeal under Article 90(2) of the Staff Regulations of officials of the European Communities, at the following address:

European Personnel Selection Office
CORT 80
competition EPSO/B/22/04
B-1049 Brussels

The time limits for initiating these two types of procedure (see Staff Regulations published in *Official Journal of the European Communities* L 56 of 4 March 1968 — <http://europa.eu.int/eur-lex>) start to run from the time you are notified of the act allegedly prejudicing your interests.

Please note that the appointing authority does not have the power to amend the decisions of a selection board. The Court has consistently held that the wide discretion enjoyed by selection boards is not subject to review by the Court unless rules which govern the proceedings of selection boards have clearly been infringed.

— **Complain to the European Ombudsman**

You can, like all citizens of the Union, make a complaint to

The European Ombudsman
1 Avenue du Président Robert Schuman — BP 403
F-67001 Strasbourg Cedex

under Article 195(1) of the Treaty establishing the European Community 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, published in *Official Journal of the European Communities* L 113 of 4 May 1994.

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, respectively, a complaint or an appeal with the Court of First Instance under Article 236 of the EC Treaty.
