

Vacancy Notice to establish a reserve list for

**IT Service Assistant - Database Expert (Grade AST3)
in the Market Integrity and Transparency Department**

of the Agency for the Cooperation of Energy Regulators (ACER)

REF.: ACER/2016/18

Publication	External
Title of function	IT Service Assistant – Database Expert
Parent Directorate-General / Service	DG ENER (BXL)

1. WE ARE

The Agency for the Cooperation of Energy Regulators (hereinafter referred to as “the Agency”) is a European Union (“EU”) body, legally established by Regulation (EC) No 713/2009¹ and operational since 2011. The Agency is central to the liberalisation of the EU's electricity and natural gas markets.

The purpose of the Agency is to assist National Regulatory Authorities (“NRAs”) in exercising, at Union level, the regulatory tasks that they performed in the Member States and, where necessary, to coordinate their action.

In this respect, the Agency:

- a) Complements and coordinates the work of NRAs;
- b) Participates in the creation of European network rules;
- c) Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross border infrastructure;
- d) Gives advice on electricity and natural gas related issues to the European institutions;

¹ Regulation (EC) No 713/2009 of the European Parliament and of the Council of 13 July 2009 (OJ L 211, 14.8.2009, p. 1)

- e) Monitors the internal markets in electricity and natural gas and reports on its findings.

The main areas on which the Agency's activities focus are:

- supporting European market integration: this is mainly done through the development of common network and market rules, as well as through the coordination of regional initiatives which are concrete efforts from market participants to work towards greater integration,
- advising the EU Institutions on trans-European energy infrastructure issues: the Agency issues opinions on ten-year network development plans to ensure that these are in line with priorities set at EU level,
- energy market monitoring: the Agency has a general mission in terms of market monitoring at the EU level and has, since the end of 2011, a very specific responsibility when it comes to oversight of the wholesale energy trading,
- wholesale energy markets monitoring: Regulation (EU) No 1227/2011 on Wholesale Energy Market Integrity and Transparency (REMIT) introduced new rules prohibiting abusive practices affecting wholesale energy markets. According to REMIT, the Agency has to collect both transactional and fundamental data necessary to monitor trading in wholesale energy markets in order to detect and deter market abuse.

The Agency currently employs more than 80 staff and has an approved annual budget of €13.3 million in 2017. The Agency's internal structure comprises five Departments (Electricity, Gas, Market Surveillance and Conduct, Market Integrity and Transparency and Administration) and the Director's Office.

The Agency is located in Ljubljana (Slovenia).

2. WE PROPOSE

The Agency is looking for an IT Service Assistant - Database Expert who will be supporting the operations of the Agency's Market Integrity and Transparency Department and will report directly to the Head of the Market Integrity and Transparency Department. The IT Service Assistant - Database Expert will work closely with colleagues from the department's market data analytics team on a day-to-day basis.

The duties of the IT Service Assistant - Database Expert will include the following:

- Support in-house data analytics, including development, deployment and operation of relevant IT solutions, in particular on data quality assessment;
- Support the Agency in its reporting and monitoring activities related to the wholesale gas and electricity markets under REMIT, including business analysis, user management and coordination of the external contractors;
- Support the development of information processing tools and systems (e.g. business intelligence tools, market monitoring systems, etc.) for monitoring wholesale gas and electricity markets, including the maintenance of relevant databases and data archives associated with the reporting systems, that would enable an effective and efficient way

to integrate work processes, data and information flows, analytical work, and the production of the required deliverables in a quality-controlled environment;

- Provide expert opinion on whether the IT solutions for market monitoring and data analysis are built according to the business requirements (e.g. system testing, requirements validation) and are easily accessible to end users with different access rights;
- Support the implementation of relevant information security measures to ensure proper data protection in line with applicable provisions and requirements (i.e. personal data protection, ISO 27000 family of standards);
- Support and actively contribute to the development of other components of the Agency's REMIT Information System as appropriate.

The jobholder will be required to act with a service culture, handling files with confidentiality and utmost professional integrity, being able to show excellent interpersonal and communication skills. He/she is expected to be proactive, with a team spirit, good management of stress, good level of flexibility, being able to prioritise, delivering quality and results with attention to detail and commitment to excellence.

The jobholder will have closely to cooperate with market surveillance experts from the Market Surveillance and Conduct Department and may be required, at times, to assist in other areas of work of the Market Integrity and Transparency Department and of the Agency, according to needs and priorities, as defined by the Director of the Agency and the Head of the Market Integrity and Transparency Department.

3. WE LOOK FOR:

A) Eligibility criteria

Candidates will be considered eligible for the selection phase on the basis of the following formal criteria to be fulfilled by the deadline for applications:

1. To have a level of education which corresponds to completed **post-secondary education**, attested by a diploma followed by at least **3 years' relevant professional experience** directly linked to the duties

or

To have **secondary education attested by a diploma giving access to post-secondary education**, followed by **at least 6 years'** relevant professional experience directly linked to the duties.

(Only study titles that have been awarded in the EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration).

2. To have a thorough knowledge of one of the official languages of the European Union² and a satisfactory knowledge of a second of these languages (level B2) to the extent necessary to perform his/her duties;
3. To be a national of a Member State of the European Union;
4. To be entitled to his or her full rights as a citizen;
5. To have fulfilled any obligations imposed by the applicable laws concerning military service;
6. To be physically fit to perform the duties linked to the post³.

B) Selection criteria

The following criteria will be considered when selecting the candidate for this post:

Technical knowledge

1. Relevant studies in the field of IT (Information Technology, Computer Engineering, or similar);
2. **At least 3 (three) years of relevant professional experience related to the tasks listed in point 2;**
3. Professional experience in analysis and evaluation of data;
4. Professional experience in one or more of the following areas:
 - support, maintenance and/or administration of relational databases used for collection and handling of data or in the area of integrated information support systems;
 - supporting users in the post-development phase;
5. Knowledge of:
 - XML;
 - Oracle solutions, in particular Oracle 12c database, PL/SQL, OBIEE;
6. Knowledge of:
 - Project management framework and methodologies, such as PM2, Prince2, PMBOK;
 - IT Service management practises, principles and processes, such as ITIL;
 - drafting and reviewing technical and business specifications and requirements drafting documentation related to IT policies, operations, procedures, etc.;

² The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, and Swedish.

³ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order for the Agency to be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Union.

7. Thorough knowledge of ICT security according to the ISO 27000 series.

Communication and other personal skills

1. Excellent written and oral command (level C2⁴) of the English language;
2. Excellent analytical capabilities and problem-solving skills.
3. High degree of organisational skills and proven ability to work in a team and under pressure.

Communication and other personal skills will be assessed at the stage of the oral interview and the written examination.

Candidates are invited briefly to explain in their motivation letter in which positions they acquired their knowledge and professional experience in the specified areas.

4. SELECTION AND APPOINTMENT

A Selection Committee will evaluate the applications and select those candidates meeting the eligibility criteria and best matching the selection criteria. The Selection Committee will endeavour to invite a minimum of six candidates and a maximum of eight candidates to an interview and written test. However such numbers may be increased in the case of a larger number of high-scoring candidates participating in the selection procedure or reduced in the case of a limited number of eligible applicants and/or a limited number of high-scoring candidates participating in the selection procedure.

The interview and test will focus on the following aspects:

- Specific competences and knowledge of languages with reference to the applicants' profiles in line with the selection criteria of the present Vacancy Notice;
- General aptitudes and language abilities to the extent necessary for the performance of the duties in accordance with article 12.2.e of the Conditions of Employment of Other Servants (CEOS);
- Knowledge of structures of EU bodies, and the Agency;
- Communication and other personal skills.

A reserve list of the most suitable candidates will be drawn up by the Agency. Candidates achieving a mark in the competency test and interview not lower than 70% will be placed on the reserve list. The reserve list will be valid until 31/12/2017. Its validity may be extended by decision of the Director of the Agency.

All candidates will be informed about the outcome of the procedure.

⁴ cf. Language levels of the Common European Framework of Reference: <http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

5. EQUAL OPPORTUNITIES

The Agency applies an equal opportunities policy and accepts and treats applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The successful candidate will be appointed by the Director as a Temporary Staff at grade AST3, pursuant to Article 2(f) of the Conditions of Employment of Other Servants (CEOS), for a period of 5 years, which may be renewed in the interest of the service.

Pay and welfare benefits

The pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to: expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance and other benefits. Salaries are exempted from national tax; instead a Union tax at source is paid.

Grade/step	Minimum requirements for classification in step (<i>required level of education + minimum number of years of experience after graduation</i>)	Monthly basic salary	Monthly net salary, including specific allowances ⁵
AST3 step1	<i>Post-secondary education attested by a diploma of at least 3 years or secondary education attested by diploma giving access to post-secondary education and appropriate professional experience of at least 3 years + up to 9 year of professional experience</i>	3,622.83 €	3,517.79 €
AST3 step2	<i>Post-secondary education attested by a diploma of at least 3 years or secondary education attested by diploma giving access to post-secondary education and appropriate professional experience of at least 3 years + more than 9 year of professional experience</i>	3,775.07 €	3,633.24 €

Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2,5 days home leave if applicable, and in addition on average 19 ACER holidays per year;
- EU Pension Scheme (after 10 years of service);

⁵ An estimation of net salary, including the deduction for tax, correction coefficient (currently at 80.7 %) and social security and adding the allowances (this estimation has been calculated with expatriation, household allowance and one dependent child allowance). Allowances depend in any case on the personal situation of the candidate.

- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

7. DATA PROTECTION

The Agency will ensure that your personal data is processed as required by Regulation (EC) No 45/2001⁶ on the protection of personal data.

The information submitted during the selection process will be used solely for that purpose. The legal basis is available in the Staff Regulations of Officials and the Conditions of Employment of Other Servants (CEOS) and, in particular, in Articles 12-15 and 82-84 of CEOS.

The Agency will ensure, on its part, that applicant's personal data is processed in accordance with Regulation (EC) No 45/2001⁶ 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. Only Agency's staff directly involved in the selection procedure in question shall have access to this data. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of candidates.

When an applicant is selected for inclusion on the reserve list, his/her personal data will be stored for the duration of the validity of the reserve list while, for non-recruited candidates, the information will be stored for a maximum period of two years. Documents related to recruited candidates are kept in the agent's personal file, which are kept until 10 years after the jobholder has terminated employment at the Agency.

Any party submitting personal data to the Agency is entitled to access and to rectify that data (after the closing date of the application deadline, rectification is limited to identification data). To exercise these rights, contact the Data Protection Officer at DPO@acer.europa.eu.

Furthermore, you also have the right to recourse, at any time, to the European Data Protection Supervisor

8. APPLICATION PROCEDURE

For applications to be valid, candidates must submit:

- a detailed curriculum vitae in [European CV format](#) **in English**
- a letter of motivation (1 page sheet maximum) **in English** explaining in which positions they acquired their knowledge and professional experience in the specified areas identified in Section 2 of this vacancy notice.

Applications that are incomplete, or do not indicate the profile applied for will be rejected.

⁶ Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000, OJ L8, 12.1.2001, p.1.

Together with the application, candidates are also invited to provide in the CV the names and contact details of at least two most recent professional references (preferably your direct hierarchical superiors without personal link) who may be contacted for references.

Applications should be sent by email to SELECTIONS-ACER-2016-18@acer.europa.eu quoting the reference number of the vacancy notice.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience etc.) should **not** be sent at this stage but must be submitted at a later stage of the procedure if requested.

In order to facilitate the selection process, all communications to candidates concerning this vacancy will be in English.

Under no circumstances should candidates approach the selection committee, directly or indirectly, concerning this recruitment. The authority authorised to conclude a contract reserves the right to disqualify any candidate who disregards this instruction.

Applications must be sent by e-mail by 31 January 2017 (23:59 Ljubljana time).

If at any stage in the procedure it is established that any of the information a candidate provided is incorrect, the candidate in question will be disqualified.

For more information on the selection procedure please consult the Guide for Applicants on the Agency's website:

http://www.acer.europa.eu/en/The_agency/Working_at_ACER/Documents/GUIDE%20FOR%20APPLICANTS-HR%20FINAL.pdf.

9. APPEALS

Pursuant to Article 90(2) of the Staff Regulations and the Conditions of Employment of Other Servants of the European Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within 3 months from the date of notification to the following address:

Human Resources Officer
Agency for the Cooperation of Energy Regulators (ACER)
Trg republike 3 – 1000 Ljubljana – Slovenia

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations and the Conditions of Employment of Other Servants of the European Union, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

European Union Civil Service Tribunal
Boulevard Konrad Adenauer
L-2925 Luxembourg
Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty

on the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based to the following address:

European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations and the Conditions of Employment of Other Servants of the European Union for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.