

СЪД НА ЕВРОПЕЙСКИЯ СЪЮЗ
TRIBUNAL DE JUSTICIA DE LA UNIÓN EUROPEA
SOUDNÍ DVŮR EVROPSKÉ UNIE
DEN EUROPÆISKE UNIONS DOMSTOL
GERICHTSHOF DER EUROPÄISCHEN UNION
EUROOPA LIIDU KOHUS
ΔΙΚΑΣΤΗΡΙΟ ΤΗΣ ΕΥΡΩΠΑΪΚΗΣ ΕΝΩΣΗΣ
COURT OF JUSTICE OF THE EUROPEAN UNION
COUR DE JUSTICE DE L'UNION EUROPÉENNE
CÚIRT BHRÉITHIÚNAIS AN AONTAIS EORPAIGH
SUDEUROPSKE UNIJE
CORTE DI GIUSTIZIA DELL'UNIONE EUROPEA



ЕИРОПАС САВИЕНЉБАС ТИЕСА
EUROPOS SĄJUNGOS TEISINGUMO TEISMAS
AZ EURÓPAI UNIÓ BÍRÓSÁGA
IL-QORTI TAL-ĠUSTIZZJA TAL-UNJONI EWROPEA
HOF VAN JUSTITIE VAN DE EUROPESE UNIE
TRYBUNAŁ SPRAWIEDLIWOŚCI UNII EUROPEJSKIEJ
TRIBUNAL DE JUSTIÇA DA UNIÃO EUROPEIA
CURTEA DE JUSTIȚIE A UNIUNII EUROPENE
SÚDNY DVOR EURÓPSKEJ ÚNIE
SODIŠČE EVROPSKE UNIJE
EUROOPAN UNIONIN TUOMIOISTUIN
EUROPEISKA UNIONENS DOMSTOL

CALL FOR APPLICATIONS N° CJ AP 18/24

The Court of Justice of the European Union in Luxembourg is organizing a selection procedure in order to recruit a Head of Section (AD7¹) who will be responsible for the User Support Section in the Operations and User Support unit of the Directorate for Information Technology.

This selection procedure does not replace the open competitions organized by the European Personnel Selection Office (EPSO - <http://europa.eu/epso/>) for the recruitment of assistants as officials at the Court of Justice.

I. DIRECTORATE PRESENTATION

The main mission of the Information Technology Directorate (ITD) is to define, on the basis of the institution's orientations and priorities, the information technology strategies to be initiated and to develop a modern and technologically advanced infrastructure in the fields of IT, telecommunications and multimedia.

It develops the technologies and information systems needed to meet the challenges of the Court of Justice in the enlarged European Union, with the priority of providing a high-quality service to all users of the institution and to European citizens.

The ITD is made up of four units: Portfolio Planning and Resource Management (PPR) unit, which is responsible for the planning of IT requests and projects and for project management; the Information Systems Design (CSI) unit, which is responsible for the innovation, design and approval of the solutions; the IT Solutions Implementation (RSI) unit, which is responsible for build of the systems (analysis, development, integration and installation); and the Operations and User Support (OSU) unit, which is in charge of user support and the operation of information systems, business applications, networks, infrastructures and multimedia equipment.

The OSU unit has five sections: User Support, Application Support, Multimedia, Networks and Servers and Data. The User Support section is responsible for user support and assistance, the Digital Workplace, management of printers and copiers, day-to-day management of the office automation center (Microsoft) and the Court's switchboard.

¹ The amount of remuneration can be consulted in the table at the following reference: [https://eur-lex.europa.eu/legal-content/FR/TXT/HTML/?uri=CELEX:52023XC0615\(01\)](https://eur-lex.europa.eu/legal-content/FR/TXT/HTML/?uri=CELEX:52023XC0615(01))

II. NATURE OF DUTIES

The Operations and User Support unit of the Information Technology Department is looking for a Head of Section who will be in charge of the User Support section.

The Head of Section will supervise three persons and manage the resources and activities of the section, ensuring the quality of services delivered by the external contractor in charge of user support and the Court's telephone switchboard, by applying the best practices in support-related areas. The position also involves supervising each employee on a daily basis in order to contribute in the most effective way to the mission and priorities of the unit.

The tasks would include:

- **management** and **supervising** of the section (budget, human resources, etc.);
- **follow-up** of user support and projects carried out by the section;
- **management** of the helpdesk and switchboard subcontract (steering, monitoring of QAP and SLA, compliance with procedures, etc.);
- **taking charge** of the critical incident management and problem management processes, following ITIL best practices;
- **management** of the digital work environment of the Court users (Digital Workplace);
- **track** and **manage** hardware and software orders for users, as well as inventory management procedures;
- **management** and **evolution** of current and future ITSM applications;
- **reporting** on the section's activities to the hierarchy;
- **managing** and **coordinating** relations with other units in the department as part of the ticket management performed by the helpdesk;
- **development** and **maintenance** of the IT service catalogue;
- **supervision** of work performed by the external service providers.

The job is both varied and evolving. Autonomy and initiative are encouraged and challenges are frequent especially due to the operational constraints and the evolution in the technology field. There are frequent contacts with colleagues in ITD as well as with other directorates and the Court's jurisdictions.

III. REQUIRED PROFILE

III.a. Eligibility criteria

- Be a member of one of the European Union (EU) member states
- Level of education which corresponds to completed university studies attested by a diploma² when the normal period of university education is four years or more, or a level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least one year when the normal period of university education is at least three years;
- Five years of full-time professional experience;
- Thorough knowledge of one official language of the European Union and satisfactory knowledge of another official language of the European Union. As the languages used in the service are

² Only diplomas awarded in EU Member States or for which equivalence certificates have been issued by authorities in EU Member States will be taken into consideration.

French and English, a good knowledge of one of these two languages and a satisfactory knowledge of the other is required³.

III.b. Selection criteria

Given the unit's broad portfolio of activities, which is constantly evolving, the position requires a high degree of flexibility, an appetite for diversity and intellectual curiosity. The successful candidates must be good team players, flexible and open to learning new skills, with excellent organization skills and good written and oral communication skills. Previous knowledge in the unit's areas of expertise and/or familiarity with the IT tools used by the unit may be an advantage.

The Court will use the following criteria to select the most qualified candidates to invite for an interview:

- experience in the field of IT support;
- experience in team management;
- knowledge of ITIL best practice. ITIL certification (foundation level) or other ITIL certification would be an asset;
- knowledge of project management methodologies.

In addition to the above criteria, candidates invited to the interview will also be assessed against the following general competences:

- **leadership:** leading and managing people and teams to achieve results; delegating work within one's own team appropriately and providing clear direction; inspiring enthusiasm and a positive attitude in people about their work and their contribution to the success of the Institution
- **service oriented:** understanding customer expectations, advising them, acting with empathy to respond to their requests;
- **communication:** communicating clearly and accurately both orally and in writing;
- **analysis and problem solving:** identifying critical facts in complex problems and developing creative and practical solutions;
- **working in teams:** working cooperatively with others in teams and respecting differences between people; creating a team spirit by encouraging common goals and the exchange of knowledge and experience;
- **learning and development:** to develop and improve personal skills and knowledge of the institution and its environment; to engage in training others, sharing knowledge and systematically improving working methods;
- **prioritization and organization:** ability to prioritize the most important tasks, to work flexibly and to organize one's own and others' workloads effectively;
- **resilience:** remaining effective under work pressure, being flexible and adapting to a changing work environment; encouraging others to do the same and adjusting one's own and one's team's approach to adapt to changing circumstances;
- **quality and results:** taking personal responsibility and initiative to deliver high quality work within established procedures; showing clear customer orientation; building systematic and methodical processes into projects and work of self and own team.

³ Candidates' attention is drawn to the fact that the minimum levels required above apply to each language skill (speaking, writing, reading, listening) mentioned in the application form. These skills reflect those of the Common European Framework of Reference for Languages (<https://europass.cedefop.europa.eu/fr/resources/european-language-levels-cefr>).

IV. INTERVIEWS

Eligible candidates whose applications are among the best qualified according to the selection criteria detailed in point III.b, may be contacted in order to verify their language skills, as well as to prove their professional experience and/or other skills, knowledge and competences. This pre-selection contact does not entitle candidates to be invited to an interview.

The interviews will be conducted in French and English. The interview will test the candidate's motivation, ability and knowledge of the subjects related to the duties to be performed and the selection criteria set out in the call for applications (technical knowledge and general skills).

V. SUBMISSION OF APPLICATIONS

Candidates are invited to submit their application via the EU CV Online portal by following this link: <https://curia.europa.eu/apply> by **13 May 2024 at 5.00 pm⁴ at the latest**. Only applications sent via EU CV Online will be taken into account. An application sent after the deadline will not be accepted.

Applicants should note that the information provided in their application via the EU CV Online portal constitutes a basis for assessing the eligibility and selection criteria. Therefore, they are advised to read the requirements carefully and to provide the relevant information in sufficient detail to allow this assessment. Particular attention should be paid to information about their educational background and professional experience, including exact dates, description of responsibilities, functions performed and tools used.

VI. RECRUITMENT POLICY

The Court of Justice of the European Union guarantees equal opportunities, subject to the comparative assessment of the merits of the candidates, and equal treatment of all persons expressing an interest in a call for applications, excluding any discrimination. It actively encourages the submission of diverse applications from candidates with a variety of experience, skills and knowledge, on the broadest possible geographical basis among nationals of EU Member States.

In this context, any candidate with a disability or a medical condition which may affect his/her ability to take the tests is invited to contact the Talent selection Unit (curia.candidatures.communications@curia.europa.eu) as soon as he/she submits his/her application, so that it can organize, in accordance with Article 1d of the Staff Regulations of Officials, the necessary arrangements to enable him/her to participate fully in the selection tests. To this end, the candidate may be asked to send the Court's medical service a certificate drawn up by the national authority or a medical certificate, which will be examined for the purposes of establishing the necessary arrangements.

For information on data protection, please consult the specific [privacy statement](#).

VII. CONDITIONS OF EMPLOYMENT

The successful candidate will be offered a contract as a member of the temporary staff in accordance with Article 2(a) or (b) of the Conditions of Employment of Other Servants of the European Communities (CEOS) for an initial period of up to four years, with a probationary period of nine

⁴ Luxembourg time.

months. He/she will be classified in function group AD, grade 7. He/she will be classified in function group AD, grade 7. The employment contract may only be renewed once for a maximum of two years⁵.

The place of employment is Luxembourg, where the Court of Justice of the European Union has its seat.

To be eligible for appointment, the successful candidate must:

- be available for the job at short notice (no later than 3 months after the offer of employment);
- produce references of an appropriate character as to his or her suitability for the performance of the duties (extract from the criminal record or equivalent certificate, not more than six months old) and a declaration in relation to interests which might be considered prejudicial to his or her independence;
- be physically fit to perform the duties.

⁵ In accordance with Article 8 of the European Union's Conditions of Employment of Other Servants (CEOS) <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:FR:PDF>