

**Call for expression of interest  
for the establishment of a reserve list for the position of**

**IT Service Officer**

**(Contract Staff, Function Group IV)**

**in the Market Integrity and Transparency Department  
at the Agency for the Cooperation of Energy Regulators**

**REF.: ACER/2017/09**

**Publication**

**External**

**Title Function**

**IT Service Officer**

**Parent Directorate-General / Service**

**DG ENER (BXL)**

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## **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 713/2009<sup>1</sup> and operational since 2011. Based in Ljubljana (Slovenia), 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 perform 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 development 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, on cross-border cost allocation for Projects of Common Interest and on terms and conditions or methodologies for the implementation of network codes;
- d) Gives advice on electricity and natural gas related issues to the European institutions;

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<sup>1</sup> 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;
- f) Monitors trading in wholesale energy products to detect and deter market abuse and ensure the integrity and transparency of EU wholesale energy markets.

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, and on the draft lists of Projects of Common Interest,
- 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 the oversight of wholesale energy trading.

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. Please find the Agency's organisation chart on the following link:

[http://www.acer.europa.eu/en/The\\_agency/Organisation/Pages/ACER-departments.aspx](http://www.acer.europa.eu/en/The_agency/Organisation/Pages/ACER-departments.aspx)

The Agency is located in Ljubljana (Slovenia).

## **2. WE PROPOSE**

The Agency is seeking to establish a reserve list for the position of IT Service Officer. The jobholder will be assigned to the Market Integrity and Transparency Department of the Agency and will report to the relevant Team Leader, also in the Market Integrity and Transparency Department.

The Market Integrity and Transparency Department currently comprises five Teams (Market Data & Analytics, Market Data Reporting, Fundamental Data Reporting, REMIT IT Delivery and REMIT IT Operations & Management).

The tasks of the IT Service Officer in the Market Integrity and Transparency Department will include the following:

- Analysing, proposing and reviewing possible technical solutions consistent with business and functional requirements for the implementation of REMIT;
- Drafting technical specifications and other documentation related to REMIT-related IT projects;
- Supporting stakeholders and users of REMIT-related IT systems, including organising and chairing meetings with external contractors and other involved parties on the technical implementation of REMIT;

- Coordinating, supervising and supporting the software development process throughout the whole Software Development Lifecycle for REMIT-related IT systems;
- Ensuring the consistency of the overall design, development, operations, maintenance and evolution of the REMIT-related IT systems with business and technical requirements and specifications;
- Coordinating and managing the lifecycle of assigned projects;
- Coordinating and supervising the external consultants to ensure the delivery of expected solutions to business customers for the technical implementation of REMIT;
- Ensuring proper quality of the REMIT-related IT systems (testing, incident handling, proposing changes, etc.);
- Ensuring successful integration of deployed software into existing IT environments (technical infrastructure, database architecture, OS platform);
- Maintaining and managing communication with data owners and data providers, such as trading venues, reporting parties on behalf of market participants and other REMIT stakeholders, in order to solve operational problems and collect feedback for possible improvements;
- Assisting with the design, management and support the key processes (e.g. ITIL) for the successful operation of the deployed technical solutions for the implementation of REMIT;
- Cooperating with NRAs and other relevant authorities on market data reporting and in carrying out the analysis of REMIT data;
- Contributing to the preparation of the Agency's overall regulatory policy on REMIT;
- Contributing to the preparation of the Agency's Programming Document and of the annual report on the Agency's REMIT activities, and
- Collaborating with other teams within the Department and within the Agency, especially on data quality issues related to REMIT market data reporting.

The reserve list for the IT Service Officer would primarily serve to satisfy the needs in the Department's REMIT IT Operations & Management Team, but may be used also to satisfy the needs in the Department's REMIT IT Delivery Team.

The successful candidate 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 successful candidate may be required, at times, to assist in other areas of work of the Market Integrity and Transparency Department or of the Agency, according to the 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 university studies of at least three years, attested by a diploma and appropriate professional experience of at least one year;

*(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 Union<sup>2</sup> 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 post<sup>3</sup>.

#### B) Selection criteria

The following criteria will be assessed when selecting the candidates for the interviews:

##### Technical knowledge:

1. University degree in a field relevant to this post, i.e. IT (Information Technology, Computer Science, or similar), engineering, mathematics, or equivalent;
2. By the deadline for applications, having acquired at least **two (2) years of relevant professional experience**<sup>4</sup> after obtaining the qualifications mentioned in point 3 A) above;

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<sup>2</sup> 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.

<sup>3</sup> 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

<sup>4</sup> Professional experience is counted only from the time the candidate obtained the diploma required for being eligible. At a later stage, the candidate will be asked to provide supporting documents confirming the length and the level of his/her professional experience

3. Professional experience in data processing;
4. Knowledge of software development lifecycle as well as project and/or business management;
5. Excellent organisational and strong analytical skills, proficiency with Excel and experience with relevant analytical tools (R, Matlab, Python or similar) is considered an advantageous criterion.

Communication and other personal skills:

1. Excellent written and oral command (level C2<sup>5</sup>) of the English language;
2. Proven ability to work in a team and under pressure, combined with capacity to work on several projects simultaneously;
3. Experience of working in an international environment dealing with a very diverse range of stakeholders;

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

Candidates are invited to briefly 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 the 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 the selection criteria of the present call for expression of interest.
- General aptitudes 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
- Understanding of the Agency's role in the information management under REMIT.

A reserve list of the most suitable Candidates will be drawn up by the Agency. In line with Director Decision 2017/16, Candidates achieving the qualifying mark in the written test and

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<sup>5</sup> cf. Language levels of the Common European Framework of Reference:  
<http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

interview of a minimum of 70% will be placed on the reserve list. The reserve list will be valid until 31/12/2018. Its validity may be extended by decision of the Director.

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

Recruitment will be subject to budgetary availability and assignment of posts by the Budgetary Authority.

## 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 contract agent in Function Group IV pursuant to Article 3a of the CEOS for a period of 2 years which may be renewed.

### 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.

FG/Grade	Minimum requirements for classification in step <i>(required level of university studies + minimum number of years of experience after university graduation)</i>	Monthly basic salary (gross)	Estimation of monthly net salary, including specific allowances <sup>6</sup>
FGIV grade 13	university degree of at least 3 years in a field relevant for this position + up to 7 years of experience in some or all of the fields covered by the job description	3,404.15 €	3,354.90 €
FGIV grade 14	university degree of at least 3 years in a field relevant for this position + more than 7 years of experience in some or all of the fields covered by the job description	3851.61 €	3,700.93 €
FGIV grade 16	university degree of at least 3 years in a field relevant for this position + more than 20 years of experience in some or all of the fields covered by the job description	4,930.71 €	4,512.95 €

<sup>6</sup> An estimation of net salary, including the deduction for tax, correction coefficient (currently at 81.5% for Slovenia and 100% for Belgium) and social security and adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Allowances depend in any case on the personal situation of the candidate.

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

## **7. DATA PROTECTION**

The purpose of processing the data the Applicants submit is to manage their application(s) in view of possible preselection and recruitment at the Agency. Personal data is processed by and accessible to authorised Agency's personnel. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of Candidates.

The Agency adheres to and is regulated under Regulation (EC) N°45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the European Union institutions and bodies. The Agency is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries Applicants may contact the Data Protection Officer at: [DPO@acer.europa.eu](mailto:DPO@acer.europa.eu). Candidates are invited to consult the privacy statement which explains how the Agency processes personal data in relation to recruitment and selections.

## **8. APPLICATION PROCEDURE**

For applications to be valid, candidates must submit (in PDF or Word format):

- a detailed curriculum vitae in [European CV format](#) **in English**
- a letter of motivation (1 page 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 should be sent by email to [SELECTIONS-ACER-2017-09@acer.europa.eu](mailto:SELECTIONS-ACER-2017-09@acer.europa.eu) quoting the reference number of this call for expression of interest.

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 2018 (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/The\\_agency/Working\\_at\\_ACER/Pages/FAQs-on-working-at-ACER.aspx](http://www.acer.europa.eu/The_agency/Working_at_ACER/Pages/FAQs-on-working-at-ACER.aspx).

## **9. APPEALS**

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, 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 of Officials and the Conditions of Employment of Other Servants, 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:

Registry  
The General Court  
Rue du Fort Niedergrünwald  
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:

The 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 of Officials and the Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union. Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.