



External Vacancy Notice in the European Asylum Support Office (EASO)

REF.: EASO/2021/CA/005

Publication: External

Title of function: Administrative Assistant – Finance / Facility
Management / ICT Service Desk / General
Administration

Category and grade: Contract Agent – FG III

1. EASO

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010¹, strengthens European Union (EU) Member States' practical cooperation on asylum, enhances the implementation of the Common European Asylum System (CEAS) and supports Member States whose asylum and reception systems are under particular pressure.

Specifically, EASO focuses on three main tasks:

1. Supporting practical cooperation among Member States on all matters pertaining to asylum mainly through training, quality activities, country of origin information (COI), country guidance, statistics and analysis, specialised expert networks, practical cooperation workshops and thematic support on unaccompanied minors, trafficking in human beings and gender;
2. Supporting Member States under particular pressure through emergency support, including the deployment of asylum support teams to assist EU Member States in managing asylum applications and in putting in place appropriate reception facilities;
3. Contributing to the implementation of the CEAS by collecting and exchanging information on best practices, drawing up an annual report on the asylum situation in the EU covering the

¹ Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 (OJ L 132, 25.5.2010, p.11).

whole asylum procedure in EU Member States and adopting technical documents, on the implementation of the new EU asylum acquis.

The organisation chart of EASO can be consulted in the EASO Work Programme on EASO website (<https://www.easo.europa.eu/about-us/easo-organisation-structure>).

EASO's headquarters is located in Valletta Harbour (Malta) with additional offices in Italy, Greece and Cyprus.

2. JOB DESCRIPTION

EASO is organising a general selection procedure to establish a reserve list for current and future needs. As a fast-growing Agency we need enthusiastic and professional new colleagues to work in a wide variety of areas, which include:

- A) Finance
- B) Facility Management Assistant
- C) General Administration, including the area of Quality
- D) ICT (Service Desk Assistant)

Most posts are located in Malta; in some cases, the place of employment may be in one of our current Operational Offices, notably in Italy, Greece or Cyprus.

Very important note:

Candidates are required to make a choice between one of the four areas listed above. The tasks related to each area are indicated below.

Candidates who choose more than one profile will be disqualified from the selection for all the areas they applied for. Only one application per candidate will be accepted.

Below you find an overview of the main tasks in each area:

A) Finance Assistant:

1. General support in the administrative and financial activities of the sector;
2. Responsible for the ex-ante verification of mission cost claims according to the applicable rules with focus on most complicated cases;
3. Supporting in the establishment and dissemination of good practices in the field of finance and missions, for example, assisting in drafting internal rules, reports, policy guidelines and procedures in compliance with the EU Staff Regulation, Conditions of Employment of Other Servants of the European Communities (CEOS), Financial Regulation and/or delivering training sessions;
4. If required, cooperating with IT colleagues on the updates and new developments on EASO'S travel management system;

5. Providing support to units in preparing the yearly planning for mission-related costs;
6. Acting as Operational and Financial Initiator for financial transactions;
7. Provide guidance to travelers on the use of the Mission management system (MiMa);
7. Encoding invoices, credit notes in the financial system of the Agency (ABAC);
8. Support the implementation of mitigating measures for the risk of late payments;
9. Act as a contract manager (or back-up);
10. Any other tasks as required by Head of Sector/Unit.

B) Facility Management Assistant:

1. Identify, maintain, negotiate and supervise all operational facility management-related service and supply contracts;
2. Be the facilitator for all operational issues;
3. Assist on all operational facility management related tasks or issues to concerned post-holders;
4. Maintain records, data sets and keep automated systems up to date by inserting correct and relevant information;
5. Prepare calls for tenders (market surveys, drafting technical specifications, drafting reports) following the financial regulations of EASO;
6. Assist in the budget planning for the Facility Management Sector and the monitoring of budget consumption;
7. Organise the distribution of the available space in the building, including parking areas and coordinate related activities;
8. Perform any other ad-hoc duties as assigned by the Head of the Facility Management Sector.

C) Administrative Assistant:

You may work in any part of the organisation and have a diverse and generalist administrative role. One of the vacant posts within this profile requires a person with experience as an administrative assistant in the area of Quality Management.

1. Providing support in coordinating the administrative and financial activities of the centre/unit;
2. Acting as Operational and Financial Initiator for the centre/unit's financial transactions;

3. Assisting in the centre's/unit procurement transactions in close cooperation with the procurement team;
4. Supporting the daily administration processes of the centre/unit;
5. Ensuring and coordinating electronic and paper filing and archiving tasks according to the existing rules;
6. Organising internal and external meetings including drafting of minutes;
7. Supporting the administrative activities related to mission preparation for the centre/unit staff or experts (expense claims, travel order forms, travel and accommodation arrangements, etc.);
8. Performing any other duty required in the interest of the Centre/Unit.

D) ICT Service Desk Assistant:

1. Ensuring that IT Service Management processes and best practices, work instructions and other relevant documentation concerning Service Desk procedures are used for efficient handling of all ICT tasks;
2. Exercising the decision-making process for prioritisation to efficiently attribute trouble-tickets to ICT support staff for proper resolution;
3. Providing an efficient ICT Service Desk support by tracking a ticketing system and in line with the established Key Performance Indicators;
4. Ensuring the effective support and smooth operation of EASO ICT services including end-user devices and applications, mobile devices, video conferencing systems and facilities;
5. Installing hardware and software components, updates, workstations, peripherals, desk and mobile phones, videoconferencing units, and logical unit support, while ensuring its maintenance and update, Carrying out pre-deployment quality control for desktop and laptop platforms;
6. Establish and update Service Desk documentation concerning standard operating procedures, technical documentation, work instructions, problem management and knowledge base articles;
7. Assisting with coordination of technical support with external service suppliers and contracted vendors within the remit of the services they provide;
8. Assisting in the EASO field deployment operations with logistics and efficient Service Desk services;
9. Assisting the Head of Sector in any other tasks as requested.

3. REQUIREMENTS

A) Eligibility Criteria

Candidates will be considered eligible for selection based on the fulfillment of the following formal criteria, by the deadline for applications:

1. A level of education that corresponds to post-secondary education attested by a diploma² OR a level of education that corresponds to a secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of 3 years;
2. Be nationals of one of the Member States of the European Union, Liechtenstein, Norway and Switzerland;
3. Be entitled to full rights as an EU citizen;
4. Have fulfilled any obligations imposed on them by the laws on military service;
5. Possess a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFRL) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFRL) of another one of these languages to the extent necessary for the performance of the duties pertaining to the post³;
6. Meet the character requirements for the duties involved⁴;
7. Be physically fit to perform the duties linked to the post⁵.

B) Selection Criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the following selection criteria. These criteria have been subdivided into two categories: **Essential** and **Advantageous** Selection Criteria.

Please note that all Essential criteria are mandatory, meaning that no application will be assessed further if a candidate obtains a zero score in any of the Essential Criteria. The most suitable candidates with the highest overall scores will be invited to an interview.

² Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

³ See https://epso.europa.eu/how-to-apply/eligibility_en

⁴ Before the appointment, the successful candidate shall be asked to provide proof of a non-existent criminal record.

⁵ Before the appointment, the successful candidate shall be medically examined by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

Finance Assistant:

Essential

1. Proven professional experience in the areas mentioned in the job's description under Section 2a;
2. Proven professional experience in implementing the EU or similar Financial Regulations;
3. Knowledge and experience with financial/accounting systems, such as ABAC or equivalent system.

Advantageous

1. Experience in mission management;
2. Working experience in a multicultural and highly regulated working environment;
3. Professional experience in Finance.

Facility Management Assistant:

Essential

1. At least two years of professional experience in the proposed function and duties of the profile chosen;
2. Good developed analytical skills in relation to the delivery of facility management to the stakeholders;
3. Professional experience with general administrative tasks such as: maintaining records in automated systems, administering expenditures and/or cost monitoring, preparing electronic documents for processing and decision making. Preparation of work reports.

Advantageous

1. Training and/or certification relevant to the aforementioned function and duties of a FM-assistant;
2. Proven experience in dealing with maintenance (e.g. Mechanical/Electrical; Civil works) contractors in a building environment providing for at least 100 users daily;
3. Proven experience in delivering hospitality or leisure services for at least 100 users on a daily basis.

Administrative Assistant:

Essential

1. Proven professional experience in the areas mentioned in the job's description under Section 2C;
2. Proven professional experience in drafting of internal administrative files/notes, and proof-reading letters, reports etc.;
3. Proven professional experience in providing statistics and periodical reports;
4. Proven professional experience in organisation of meetings, conferences and/or workshops.

Advantageous

1. Proven professional experience as administrative within a European Institution, Agency or Body, International Organisation or Public Administration of the one of the EU Member States;
2. Proven professional experience working with Staff Regulations, Conditions of Employments of other servants of the European Union, ABAC software and the EU Financial Regulations or with other similar regulatory frameworks;
3. Proven professional experience in dealing with preparation of public procurement;
4. Proven professional experience working with missions and events organisation.

ICT Service Desk Assistant:

Essential

1. Proven professional experience in ICT Helpdesk / Service Desk environments and customer support;
2. Proven professional experience in deployment, maintenance and support of Microsoft Windows Operating Systems and related corporate end-user software;
3. Proven professional experience in supporting videoconferencing software and/or hardware. (MS Teams, Webex, Polycom or similar).

Advantageous

1. Proven knowledge or working experience in an ITIL v3 (or other compatible standard) environment;
2. Knowledge and experience in managing issues using JIRA ServiceDesk or other compatible ICT ticketing system.

C) Evaluation during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed based on the essential and advantageous criteria described in this Section, and the following additional criteria relevant to the post:

1. Effective written and spoken communication skills in the English language, a working language of EASO;
2. Ability to work under pressure and meet deadlines on multiple tasks;
3. Excellent analytical capabilities and problem-solving skills;
4. Good communication skills and well-developed interpersonal skills;
5. Strong ability to work in a team;
6. Strong sense of integrity and confidentiality;
7. Strong service-oriented attitude and flexibility;
8. Accuracy and attention to detail;
9. Knowledge of the mission and organisation of EASO.

4. RECRUITMENT PROCESS

The Regulation which provides the legal basis for EASO was adopted in May 2010 (Official Journal of the European Union L 132 of 29.5.2010).

A) Identifying eligible candidates

After the deadline for submission of applications, the Selection Committee will verify the submitted applications against the eligibility criteria described in Section 3A (“Eligibility Criteria”). Applications satisfying these conditions will then be assessed against the “Selection Criteria” under Section 3B.

B) Further analysis of applications

Following this initial assessment, the Selection Committee will compare the applications of eligible candidates with reference to:

- The Selection Criteria (“Essential” and “Advantageous”);
- The overall quality of the application and the candidates’ suitability for the post when compared to the established job profile.

Please note that the Essential Selection Criteria are mandatory and no application will be further assessed if one of these criteria is not satisfied.

The Selection Committee will then establish a shortlist of the most suitable candidates to be invited for a written test, an interview and/or other tests based on the order of merit. These assessments will

be held in English and, where applicable, other languages. Due to the large volume of applications received, only shortlisted candidates invited to the interview and written test will be notified thereof.

C) Assessment phase

The assessment phase is composed of the following components:

- Technical competency written test and/or other tests as deemed necessary for the post;
- Interview with the Selection Committee.

The assessment phase will be devised to evaluate the following components:

- General aptitude and language abilities to the extent necessary for the performance of their duties in accordance with Article 12.2(e) of the Conditions of Employment of other Servants of the European Union (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria included in the Vacancy Notice.

Please note that only candidates who are successful in all aspects of the assessment phase (interview, written test and/or language tests) will have the possibility of being placed on the reserve list.

D) Verification of supporting documents

Only candidates who receive an offer letter will be required to present **originals or certified copies** of the documents listed below to confirm the accuracy and eligibility of the application against their supporting documents:

- A document proving their citizenship (e.g. passport);
- Any academic qualification mentioned in the application;
- Any professional experience mentioned in the application.

This selection procedure may be organised online. In such case, further information will be provided by EASO to candidates invited for an interview regarding the practical modalities for the assessment.

E) Establishing a reserve list

A reserve list will be established based on the outcome of the assessment phase and will remain valid until the end of the current year from the date of its establishment.

The reserve list may be extended at the discretion of the Executive Director.

Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

Prior to taking up duties, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

5. EQUAL OPPORTUNITIES

EASO applies an equal opportunities policy and accepts applications without discriminating on the basis of gender, 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 Contract Agent will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure.

He/she will be recruited as a Contract Agent according to Article 3a of the CEOS for a period of 3 years which may be renewed. The Contract Agent post in question will be placed in group FG III.

Successful candidates who are recruited will undergo an initial probation period of nine months.

The pay for a **Contract Agent FG III (grade 8, step 1)** consists of a basic salary of **EUR 2777.78** weighted by the correction coefficient (for Malta currently 94.70%) supplemented with various allowances, where appropriate, such as expatriation and family allowances. The salaries of staff members are subject to a European Union tax deducted at source. Staff members are exempt from national tax on salary and are members of the European Union social security and pension schemes.

For further information on working conditions of Contract Agents please refer to CEOS:
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The place of employment is **Valletta Harbour (Malta), Italy, Greece or Cyprus.**

7. APPLICATION PROCEDURE

All EASO's vacancies can be found on our [Vacancies](#) page and online [e-Recruitment](#) tool. For applications to be valid, candidates shall use EASO's online e-Recruitment tool to create a candidate account, activate it and complete all sections of the EASO application form, as detailed in the [User Manual](#) found on the landing page. Candidates are requested to complete their application in English.

Incomplete applications will be disqualified and treated as non-eligible. Please note that the selection process may take several months. In order to facilitate the selection process, all correspondence to candidates concerning this vacancy will be in English.

Candidates should not approach, directly or indirectly, the Selection Committee under any circumstances in relation to this recruitment process. The Executive Director reserves the right to disqualify any candidate who disregards this instruction.

Closing date:

The closing date for the submission of applications is **1 October 2021 at 12:00pm** (noon - Malta time). EASO will disregard any application received after this date and time.

Applicants are strongly advised **not to wait until the date of the deadline** to submit their applications. EASO is not held responsible for any delays in submission of applications due to technical difficulties or any other factors that may arise.

If a candidate is found to have provided false information at any stage in the selection procedure, EASO is within its capacity to disqualify the candidate in question.

8. DATA PROTECTION

The purpose of processing of the data submitted by the candidate is to manage the application(s) of the candidate in view of a possible selection and recruitment at EASO.

EASO does not make public the names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of the EASO management team may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept in confidence by the personnel department). Application files of non-recruited candidates are kept for two years from the expiry date of the reserve list after which time they are destroyed.

The personal information requested will be processed in line with [Regulation \(EU\) 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/ECText with EEA relevance.

9. APPEAL PROCEDURES

Pursuant to Article 90(2) of the Staff Regulations of Officials 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 submitted within 3 months from the date of notification to the following address:

**The Executive Director
European Asylum Support Office
MTC Block A, Winemakers Wharf, Grand Harbour Valletta, MRS 1917
Malta**

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 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:

**Court of Justice of the European Union
Rue du Fort Niedergrünewald
L-2925 Luxembourg
Luxembourg**

If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within two years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>), or write to:

**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 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.