

NATIONAL EXPERT SECONDED TO EMSA

MARITIME SUPPORT SERVICES DUTY OFFICER WITH IT BACKGROUND

Ref. n°: EMSA/SNE/2019/01

The European Parliament and Council Regulation (EC) No 1406/2002¹, as amended, provides the legal basis for the establishment of the European Maritime Safety Agency (EMSA).

The European Maritime Safety Agency is one of the European Union's decentralised agencies. Based in Lisbon, the Agency provides technical, operational and scientific assistance to the European Commission and Member States in the fields of maritime safety, maritime security, prevention of, and response to, pollution caused by ships as well as response to marine pollution caused by oil and gas installations. The Agency also contributes to the overall efficiency of maritime traffic and maritime transport.

In the field of traffic monitoring the Agency has the responsibility for the technical management of SafeSeaNet (European traffic monitoring system), of the LRIT International Data Centre and for the European Union LRIT Cooperative Data Centre.

The EMSA Maritime Support Services provide a 24/7 point of contact in case of a major incident at sea and the operational helpdesk and support relating to the maritime information systems. The tasks are carried out on a continuous basis (24/7) and require shift work (operating on a rota system) outside normal office hours, including weekends and holidays.

The selection procedure for a National Expert Seconded to EMSA as a Maritime Support Services Duty Officer with IT background aims to draw up a reserve list of the most suitable candidates. The reserve list will be used for future recruitment within Unit C.4 – Digitalization and Application Development, Section C.4.1 – Maritime Support Services (MSS).

More information about the Agency and its structure and activities can be found on our website: <http://www.emsa.europa.eu>

Conditions of Employment:

This vacancy notice concerns a Seconded National Expert position. Rules applicable to National Experts seconded to EMSA can be found on the following link: <http://www.emsa.europa.eu/recruitment-info/seconded-national-experts.html>

Please read carefully these rules before applying.

¹ OJ L 208, 5.8.2002, p.1, as amended by Regulation (EC) No 1644/2003 of the European Parliament and of the Council of 22 July 2003 (OJ L 245, 29.9.2003, p. 10) and Regulation (EC) No 724/2004 of the European Parliament and of the Council of 31 March 2004 (OJ L 129, 29.4.2004, p. 1), as amended by Regulation (EU) No 100/2013 of the European Parliament and of the Council of 15 January 2013 (OJ L 39/30, 09.02.2013, p.30-40).

The nature of the work will require shift work (operating in a rota system) both inside and outside normal office hours, including weekends and holidays. Staff working on shifts shall be financially compensated according to Art. 1 of Regulation No 300/76 of 9 February 1976, as amended.

The initial duration of the secondment is one year with possibility for extension.

The place of employment is Lisbon, Portugal.

Functions and Duties:

The tasks of the Maritime Support Services (MSS) are:

- a. Relating to the main critical operational maritime information systems monitored and operated by EMSA (SSN, IMDatE, LRIT CDC, LRIT IDE, CleanSeaNet, RPAS, SEG):
 - Monitoring system performance;
 - Checking the quality of data and services;
 - Ensuring the operational Helpdesk for end-users in Member States and other participating countries.
- b. Other similar tasks relating to systems/applications under development or on a pilot basis;
- c. Activating emergency services of the Agency (Oil pollution recovery vessels, CleanSeaNet, experts) following the contingency plan procedures of the Agency.

Among these tasks the MSS Duty Officer with IT background will be responsible for:

- a. Executing the daily MSS routines relating to the following tasks:
 - Monitoring and reporting on the system availability, including communication links;
 - Providing first level IT helpdesk;
 - First diagnosis and troubleshooting in case of IT failure;
 - Monitoring and reporting on the availability of data in the systems (including tracking of data flow);
 - Statistical reporting on use of the systems.
 - Monitoring, troubleshooting and reporting on availability of MSS ICT infrastructure;
- b. Back-up and support other MSS staff on tasks related to the daily MSS duties;
- c. Update procedures and instructions relating to the above tasks;
- d. Train and inform other members of the team on specific issues related to the above tasks;
- e. Report on progress, changes, issues related to the above tasks.

Main skills and qualifications:

- A relevant degree in the ICT field or equivalent qualification or professional experience;
- At least 3 years of professional experience acquired after the award of the required qualification. When no university degree or equivalent qualification has been acquired, 7 years of experience is required of which 3 must be relevant to the post;
- Previous experience in monitoring and supporting IT applications and in querying databases;
- Previous experience in application service reporting and preparing/editing statistics will be considered advantageous;

- Previous experience in drafting, checking and maintaining procedures and documentation will be considered advantageous;
- Knowledge of ITIL set-up procedures will be considered advantageous;
- Experience with shift work will be considered advantageous;
- Good communication, presentation and reporting skills in English.

Submission of applications:

Each application shall contain the following documents:

- a) A detailed curriculum vitae in European format (that can be obtained at the following address <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae> or downloaded from our site).
- b) A duly completed and signed [declaration of honour](#) (which can also be downloaded from our site).

Please note that candidates cannot send their applications to EMSA directly; The Permanent Representation must send your application to EMSA, at the following email address before the deadline: Recruitment@EMSA.europa.eu

EMSA will only take into account applications received before the deadline which is **22 May 2019 at 17.00 hours (Lisbon time)**. Please liaise with your Permanent Representation to ensure that your application reaches it well on time.