Open call for tenders

02/2018/OP/EITPROC

Provision of IT related services

Annex 1 List of profiles Lots 1 and 2

**List of profiles Lots 1 and 2**

The AGENCY requires the following profiles for the tendering organization as a part of the team necessary to achieve the tender foreseen general and individual objectives.

Each profile corresponds to a minimum level of qualification made up of:

* the total number of relevant successful higher study years after the completion of a secondary school (or years of equivalent relevant experience) and awarded with a degree,
* the number of years of professional experience (outside the studies).

Each year of relevant successful higher study after the completion of a secondary school can be substituted by 2 additional years of relevant professional experience. However these years cannot be taken into account also in the calculation of the professional experience.

As a general requirement, Intermediate-level knowledge of English (at least B2 level in the Common European Framework for Reference for Languages) as guaranteed by a certificate or past relevant experience is required for all profile, except those where the Contracting Authority requests higher-level.

The minimum level of qualification has to be fulfilled by each person proposed for a given profile. It corresponds to a profile with normal expertise, independently of the technological, languages or other requirements needed for particular tasks. For each of these profiles the following information regarding requirements is provided:

# Analyst Programmer (AP) «Lot 2»

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| *Nature of the tasks* | * Analysis of the requirements * Prototyping * Writing/customization/maintenance of applications that reflect the specifications * Execution of test programs * Definition and integration of technological components * Integration with other applications * Production of technical documentation * Assistance to the administrators and users of the system. * Assistance with deployment and configuration of the system * Assist with evaluating and testing products delivered by other teams to ensure that they conform to the EIT/CEPOL requirements and methodology * Participation in meetings with the EIT/CEPOL |
| *Knowledge and skills* | * Good knowledge of application development environments * Good knowledge of relational database systems * Knowledge of the design and development of web and multi-tiers Web applications * Knowledge of modelling tools (e.g. UML) * Ability to cope with fast changing technologies used in application developments * Ability to participate in multi-lingual meetings, ease of communication * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working |
| *Education and experience* | * Minimum **3 years** of relevant studies after the secondary school * Minimum **2 years** of IT professional experience in software development * Minimum **2 years** of programming experience * Minimum **1 year** experience in KM related areas * **6 months**’ Experience with UML or case tools * **6 months**’ Experience with relational databases * **6 months**’ Experience in internet application development |
| *Additional (mandatory) Specific expertise* | * Minimum **1 year** experience in modelling tools (e.g. UML), RDBMS (e.g. MS SQL), or development tools/ environments/languages (e.g. .Net) * Minimum **1 year** experience with SharePoint technology or Minimum **1 year** experience with MS SQL Server BI technology |

# Application Architect (AR) «Lot 2»

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| *Nature of the tasks* | * Analysis of information systems portfolio * Analysis of business processes * Analysis of organisational structures * Analysis of feasibility options * Design and maintenance of the standards and corresponding processes * Define and maintain the data model * Define and maintain the enterprise model * IS costs/benefits analysis * Acceptance of deliverables (incl. but not limited to HW/SW) * Acceptance of technical and functional change requests * Assessment of commercial products/systems/platforms * Development and enhancement of architecture * Risks analysis * Assistance with the implementation of the architecture * Data flow analysis * Supervise/contribute to the production of related documentation * Provide coaching on enterprise architecture, data modelling and cost/benefit analysis |
| *Knowledge and skills* | * Proven knowledge of enterprise architecture * Strong capacity in writing and presenting studies * Ability to communicate in English and participate to multilingual meetings, excellent communicator * Capability of working in an international/ multicultural environment |
| *Education and Experience* | * Minimum **5 years** of relevant studies after the secondary school * Minimum **3 years** of IT professional experience * Minimum **1 year** experiencein KM related areas * **2 years**’ experience in consulting * **3 years**’ experience in enterprise architecture models, tools and business process analysis tools * Proven experience with quality procedures * Proven experience in the realization of studies (at least 1 study) |
| *Additional (mandatory) Specific expertise* | * Minimum **2 years**’ experience with SharePoint technology * Minimum **2 years**’ experience with MS SQL Server BI technology |

# Business Analyst (BA) «Lot 2»

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| *Nature of the tasks* | * Perform need assessment analysis * Collection and analysis of user requirements and modelling of new/updated information systems * Production of use case models, design and analysis models, implementation models * Data analysis, data modelling * Harmonisation of the terminology. * Follow up of the developments * Technical interface between the project leader, the architects and the developers * Participation in technical working groups, progress meetings and meetings with the users * Assistance in the testing, the technical documentation, the technical training, the deployment, the evaluation and the reporting * Provide training/coaching on analysis techniques |
| *Knowledge and skills* | * In depth knowledge of modelling tools (e.g. UML) * Good knowledge of software development methodologies (e.g. RUP) * In depth knowledge of development environments * Good knowledge of relational database systems * Ability to cope with fast changing technologies used in application developments * Ability to participate in multi-lingual meetings, ease of communication. * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working |
| *Education and Experience* | * Minimum **3 years** of relevant studies and experience after the secondary school * Minimum **3 years** of IT professional experience. * **2 years**’ experience with UML or modelling tools * **3 years** Business Analysis experience * **1 year** experience with relational databases |
| *Additional (mandatory) specific expertise* | * Minimum **1 year** experience in KM related areas * Minimum **2 years**’ experience in development tools/environments/ languages (e.g. .Net, Sharepoint, web 2.0) |

# Data Base Administrator (DBA) «Lot 1», «Lot 2»

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| *Nature of the tasks* | * Analysis of the requirements. * Prototyping * Responsible for providing technical support for the database environment including overseeing the development and organization of the databases * Elaboration of test programs * Definition and integration of technological components * Integration with other applications * Production of technical documentation * Assessment and implementation of new technologies, and providing Information Technology with a long-term perspective on the relationship of database technology to the business opportunities facing the company * Optimize the performance of EIT/CEPOL systems * Assist with evaluating and testing products delivered by other teams to ensure that they conform to the EIT/CEPOL requirements and methodology. * Guarantee Business Continuity * Participation in meetings with the EIT/CEPOL. |
| *Knowledge and skills* | * In depth knowledge of application development environments * Proficient in database design and model * Strong knowledge of installation, configuration, upgrading and applying service packs of SQL Server software 2000/2005/2008/2012 * Proficient in database backup and restore strategy using full database backup/restore and transaction log backup/restore * Strong knowledge of active/active and active/passive clustering * Strong knowledge of high-availability strategies (includes log shipping, DB mirroring, replication and SRDF) and experience in Disaster Recovery tests * Experience in database monitoring, troubleshooting, performance tuning, maintenance and auditing configuration * Understanding of Active Directory in the context of database security and windows scripting is a plus * Good knowledge of the design and development of web and multi-tiers Internet applications * Good knowledge of modelling tools (e.g. UML) * Knowledge of software development methodologies (e.g. RUP) * Good knowledge of relational database systems * Good knowledge of MS SQL environment * Ability to participate in multi-lingual meetings, ease of communication. * versions * Database Administration, Tuning, Management and SecurityRDBMS |
| *Education and experience* | * Minimum **3** **years** of relevant studies after the secondary school * Minimum experience **3** **years** in Microsoft technologies and data access, e.g. .NET, etc. * Powerscript, OO Design, Database * **2 years**’ experience with relational databases * **2 years**’ experience in web application development |
| *Additional (mandatory) Specific expertise*  *Required Certifications*  *(at least one)* | * Altogether minimum **1 year** in modelling tools (e.g. UML), MS SQL RDBMS * MCSA SQL Server 2010 or later Certification * Oracle RDBMS Certification |

# Interface Designer (ID) «Lot 2»

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| *Nature of the tasks* | * Design and development of user interfaces. * Definition and creation of graphical layout and contents * User ergonomics * Provide training/coaching on interface design |
| *Knowledge and skills* | * Ability to cope with fast changing technologies used in graphical design * Knowledge of ergonomics regarding man/machine interfacing. * Knowledge of design and graphical tools * Knowledge of web technologies and standards (e.g. HTML, XML) * Ability to participate in multi-lingual meetings, ease of communication. * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working |
| *Education and experience* | * Minimum **3 years** of relevant studies and experience after the secondary school * Minimum **1 year** of IT professional experience * Minimum **1 year** of professional experience in user interfaces or graphical design |
| *Optional specific expertise* | * Altogether minimum **2 years**’ experience with graphical interface design tools, web tools (e.g. Dreamweaver) or web technologies and standards (e.g. HTML, XML, Flash) |

# Infrastructure Specialist (IS) «Lot 1», «Lot 2»

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| *Nature of the tasks* | * Analysis of the requirements * Support the design of the architecture * Definition of the infrastructure needs * Install, maintain and upgrade HW/SW and related operating systems/applications * Ensure proper functioning and integration with legacy systems * Design and implement the maintenance strategy * Contribute to the technical documentation * Contribute to the test strategy and execute test programs * Assist the administrators of the system * Assistance with deployment and configuration of the system * Participation in meetings with the EIT/CEPOL * Provide coaching on infrastructure related matters |
| *Knowledge and skills* | * Excellent knowledge in at least one specific field (e.g. Database, (web)servers, middleware, ...) * Ability to optimize the use of HW resource * Ability to deliver infrastructure solutions that are matching the requirements and in particular offering performance in security and integrity of the data * Knowledge in business continuity, redundancy, support and maintenance strategies * Knowledge in test strategies * Ability to design the performance indicators and monitor/analyse performance of the system * Ability to participate in multi-lingual meetings, ease of communication * Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working |
| *Education and Experience* | * Minimum **3 years** of relevant studies after the secondary school * Minimum **4 years** of IT professional experience * Minimum **2 years**’ experience as Infrastructure specialist in at least one specific field (e.g. Database, (web servers, middleware, ...) |
| *Additional (mandatory) Specific expertise* | * Minimum **2 years**’ experience in administering MS-SQL Server * Minimum **2 years**’ experience in administering SharePoint Environment |

# IT Security AUDITOR (ISA) «Lot 1»

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| *Nature of the tasks* | * Security Auditing in Information and ICT Security domain * Security risk analysis * Supervise/contribute to the production of related documentation |
| *Knowledge and skills* | * Strong knowledge of ISO27001 framework, associated legislation and good practice standards together with good core knowledge of web and network security plus excellent general information security knowledge * Very good knowledge of COBIT and ITIL * Experience in intrusion detection and ethical hacking * In-depth knowledge of hardware and software security products such as encryption, anti-virus software etc. * Risk, issue, problem and change control management skills * Security risk assessment, gap analysis and management through controls to mitigate identified risks * Business Continuity Planning and Disaster Recovery experience * Proficient-level knowledge of English (at least C1 level in the Common European Framework for Reference for Languages) as guaranteed by a certificate or past relevant experience * Excellent analytic, writing and communication skills * Strong capacity in writing and presenting studies * Strong experience in the realization of studies |
| *Education and Experience* | * Minimum **5 years** of relevant studies after the secondary school * Minimum **5 years**’ experience in ICT security auditing related to the subjects described in “Knowledge and skills” |
| *Additional (mandatory) specific expertise*  *Certifications*  *(at least one is welcome but not mandatory)* | * The candidate must have delivered at least 2 ICT audit reports or large (min. 200.000 EUR value) IT security projects in the past 3 years * CISSP, CISM, CompTIA Security+ |

# SENIOR IT Security AUDITOR (SISA) «Lot 1»

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| *Nature of the tasks* | * Security Auditing in Information and ICT Security domain * Security risk analysis * Supervise/contribute to the production of related documentation |
| *Knowledge and skills* | * Strong knowledge of ISO27001 framework, associated legislation and good practice standards together with good core knowledge of web and network security plus excellent general information security knowledge * Very good knowledge of COBIT and ITIL * Experience in intrusion detection and ethical hacking * In-depth knowledge of hardware and software security products such as encryption, anti-virus software etc. * Risk, issue, problem and change control management skills * Security risk assessment, gap analysis and management through controls to mitigate identified risks * Business Continuity Planning and Disaster Recovery experience * Proficient-level knowledge of English (at least C1 level in the Common European Framework for Reference for Languages) as guaranteed by a certificate or past relevant experience * Excellent analytic, writing and communication skills * Strong capacity in writing and presenting studies * Strong experience in the realization of studies |
| *Education and Experience* | * Minimum **5 years** of relevant studies after the secondary school * Minimum **8 years**’ experience in ICT security auditing |
| *Additional (mandatory) specific expertise*  *Certifications (at least one security certification is required)* | * The candidate must have delivered at least 4 ICT audit reports or large (min. 200.000 EUR value) IT security projects in the past 5 years * CISSP, CISM, CompTIA Security+ |

# Network Specialist (NS) «Lot 1»

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| *Nature of the tasks* | * access rights administration * maintaining the integrity and security of the Agency's * Network equipment administration (e.g. Cisco, Checkpoint) * Responding to troubleshooting calls and e-mails from users of the network * Monitor of the Agency’s network ensuring expected service levels * Provide training/coaching on network administration issues/security |
| *Knowledge and skills* | * Good knowledge in IT system security * Good knowledge of Cisco Network Infrastructure * Good knowledge of information systems matters * Good knowledge of network connectivity, protocols, network security devices, network types, including wireless, fiber optic or Cat5 * Good Network troubleshooting and monitoring using integrated tools (i.e. Cisco tools, Ms SystemCenter) * Ability to apply high quality standards * Ability to participate in multi-lingual meetings, good communication and reporting skills * Capability of working in an international/ multicultural environment |
| *Education and Experience* | * Minimum **3 years** of relevant studies and experience after the secondary school * Minimum **2 years** of IT professional experience in networking administration and design * Experience with quality procedures * **1 year** experience in Firewalls administration (preferably Checkpoint) |
| *Certifications*  *(required)* | * Microsoft's Certified Technology Specialist or Cisco's Certified Network Professional. |

# Security Network Specialist (SNS) «Lot 1»

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| *Nature of the tasks* | * Develop access rights policy * Design and enforce the security strategy (incl. related processes) * Contribute to the data protection strategy * Review security requirements * Review deliverables from a security point of view * Risks analysis * Provide training/coaching on security. |
| *Knowledge and skills* | * Excellent knowledge in IT system security * Excellent knowledge of Cisco Network Infrastructure * In depth knowledge of information systems matters * Strong capacity in preparing and writing studies * Strong capacity to give high level presentations. * Ability to apply high quality standards * Ability to participate in multi-lingual meetings, excellent communicator * Capability of working in an international/ multicultural environment |
| *Education and Experience* | * Minimum **4 years** of relevant studies and experience after the secondary school * Minimum **5 years** of IT professional experience * **2 years**’ experience with quality procedures * Proven experience (at least 1 study) in the realization of studies * **1 year** experience in administrate Checkpoint Firewalls |
| *Mandatory specific expertise* | * Minimum **3 years**’ experience in the domain of security |
| *Certifications* | * Cisco Certified –Expert level *(required)* * Checkpoint *(optional)* |

# Project Manager (PM) «Lot 1», «Lot 2»

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| *Nature of the tasks* | * Manage the development and implementation of information systems - Manage the consultancy & study or survey project - to meet identified business needs, acquiring and utilizing the necessary resources and skills, within agreed parameters of cost, timescales, and quality. * Give proposals for project strategies, planning, definition of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, follow up and organization * Guide the team in charge of project activities and review their deliverables * Participate in functional working groups and progress meetings * Estimate costs, timescales and resource requirements for the successful completion of each project to agreed terms of reference * Prepare and maintain project and quality plans and tracks activities against the plan, provide regular and accurate reports * Monitor costs, timescales and resources used, and take action where these deviate from agreed tolerances. Ensure that delivered systems are implemented within these criteria * Manage the change control procedure gaining agreement for revisions to the project from project sponsors * Provide effective leadership for the project team ensuring that team members are motivated and constantly developing their skills and experience * Guide the organization in managing the changes brought to processes/systems/products/people * Provide coaching on project management |
| *Knowledge and skills* | * Project management in the IT and Knowledge Management related areas * Good knowledge of project management standards and methodologies * Usage of project management tools. Willingness to use the project management tool as specified by EIT/CEPOL * Good technical knowledge on the projects aspects. * Good reporting skills * Knowledge of IT Change management processes * Ability to give presentations * Ability to apply high quality standards to all tasks * Ability to participate in multi-lingual meetings, good communication skills * Capability of working in an international/multi-cultural environment, rapid self-starting capability and experience in team working, understanding the needs, objectives and constraints of those in other disciplines and functions * Leadership capability |
| *Education and Experience* | * Minimum **5 years** of relevant studies after the secondary school * Minimum **6** **years** of IT professional experience * Minimum **2** **years** of experience in Project Management of information systems construction * Knowledge of project management guidelines (e.g. PM2, PRINCE2, PMP) * Minimum **2** **years** of experience in RUP, AGILE,… or another software development process methodology (Agile, XP, Scrum are welcome) * Minimum **1** **year** of experience with a project management methodology (e.g. PM2, PRINCE2, PMP) * Understanding of quality procedures. (e.g. ISO 1006:2003) |
| *Additional (mandatory) Specific expertise* | * Minimum **2 years** ofexperience in KM related areas or BI |

# Senior Analyst Programmer (SAP) «Lot 2»

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| --- | --- |
| *Nature of the tasks* | * Analysis of the requirements. * Prototyping * Writing/customization/maintenance of applications that reflect the specifications * Elaboration of test programs * Definition and integration of technological components * Integration with other applications * Production of technical documentation * Assistance to the administrators and users of the system * Assistance with deployment and configuration of the system * Assist with evaluating and testing products delivered by other teams to ensure that they conform to the EIT/CEPOL requirements and methodology * Participation in meetings with the EIT/CEPOL * Provide coaching on programming |
| *Knowledge and skills* | * In depth knowledge of application development environments * Good knowledge of the design and development of web and multi-tiers Internet applications * Good knowledge of modelling tools (e.g. UML) * Knowledge of software development methodologies (e.g. RUP, AGILE,..) * Good knowledge of relational database systems * Ability to cope with fast changing technologies used in application developments * Ability to participate in multi-lingual meetings, ease of communication * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working |
| *Education and experience* | * Minimum **3 years** of relevant studies after the secondary school * Minimum **5 years** of IT professional experience * Minimum **2 years** of analysis and programming experience * **2 years**’ experience with relational databases * **2 years**’ experience in web application development |
| *Additional (mandatory) Specific expertise* | * Minimum **2 years**’experience in KM related areas * Minimum **3 years**’ experience in modelling tools (e.g. UML), RDBMS (e.g. MS SQL Server), or development tools/ environments/languages (e.g. .Net) * Minimum **2 years**’ experience with SharePoint technology   or   * Minimum **2 years**’ experience with SQL Server BI technology |

# Senior Data Base Administrator (SDBA) «Lot 1»

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| *Nature of the tasks* | * Analysis of the requirements. * Prototyping * responsible for providing technical support for the database environment including overseeing the development and organization of the databases * Elaboration of test programs * Definition and integration of technological components * Integration with other applications * Production of technical documentation * assessment and implementation of new technologies, and providing Information Technology with a long-term perspective on the relationship of database technology to the business opportunities facing the company * Develops a methodology for the ongoing assessment of database performance and the identification of problem areas * Develops a security scheme for the database environment, as well as assisting in disaster recovery if necessary * Provides leadership during the development and enhancement of production applications including working with applications, technical support and operations during the design, development and implementation of applications * Optimize the performance of EIT/CEPOL systems * Assist with evaluating and testing products delivered by other teams to ensure that they conform to the EIT/CEPOL requirements and methodology. * Guarantee Business Continuity * Participation in meetings with the EIT/CEPOL |
| *Knowledge and skills* | * In depth knowledge of application development environments * Proficient in database design and model * Strong knowledge of installation, configuration, upgrading and applying service packs of SQL Server software 2000/2005/2008/2012 or Oracle 11g * Proficient in database backup and restore strategy using full database backup/restore and transaction log backup/restore * Strong knowledge of active/active and active/passive clustering * Strong knowledge of high-availability strategies (includes log shipping, DB mirroring, replication and SRDF) and experience in Disaster Recovery tests * Experience in database monitoring, troubleshooting, performance tuning, maintenance and auditing configuration * Understanding of Active Directory in the context of database security and windows scripting is a plus * Good knowledge of the design and development of web and multi-tiers Internet applications * Good knowledge of modelling tools (e.g. UML) * Knowledge of software development methodologies (e.g. RUP) * Good knowledge of relational database systems * Good knowledge of Oracle environment or MS SQL Server * Ability to cope with fast changing technologies used in application developments * Ability to participate in multi-lingual meetings, ease of communication. * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working. * SQL Server 2005,2008,2012 and later versions or Oracle 11g * Database Administration * Database Tuning * Database Management * Database Security * RDBMS |
| *Education and experience* | * Minimum **3 years** of relevant studies after the secondary school * Minimum experience (amount and type) **6** **years** in Microsoft technologies and data access, e.g. .Net, etc. or in Oracle Technology * Technical and/or Functional skills – powerscript, OO Design, Database * **2 years**’ experience with UML or case tools * **3 years**’ experience with relational databases * **2 years**’ experience in web application development |
| *Optional specific expertise*  *Certifications*  *(required at least one)* | * Minimum **3 years**’ experience in modelling tools (e.g. UML), RDBMS (e.g. Oracle), or development tools/ environments/ (e.g. Java, J2EE, ColdFusion, pl/sql) * MCSA Data Platform * Oracle Database 11g Administrator Certified Master |

# Senior Enterprise Architecture Consultant (SEAC) «Lot 2»

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| *Nature of the tasks* | * Analysis of information systems portfolio * Analysis of business processes * Analysis of organisational structures * Analysis of feasibility options * Design and maintenance of the standards and corresponding processes * Define and maintain the data model * Define and maintain the enterprise model * IS costs/benefits analysis * Acceptance of deliverables (incl. but not limited to HW/SW) * Acceptance of technical and functional change requests * Assessment of commercial products/systems/platforms * Development and enhancement of architecture * Risks analysis * Assistance with the implementation of the architecture * Data flow analysis * Supervise/contribute to the production of related documentation * Provide training/coaching on enterprise architecture, data modelling and cost/benefit analysis |
| *Knowledge and skills* | * In depth knowledge of enterprise architecture * In depth knowledge of Java architecture * Strong capacity in writing and presenting studies * Ability to participate in multi-lingual meetings, excellent communicator. * Capability of working in an international/ multicultural environment |
| *Education and Experience* | * Minimum **3** **years** of relevant studies after the secondary school * Minimum **6** **years** of IT professional experience * Minimum **3 years** in enterprise architecture * **3 years**’ experience in consulting * **2 years**’ experience in enterprise architecture models and tools * Proven experience with quality procedures * Proven experience in the realization of studies (at least 2 studies) * All together **2 years**’ experience in one of the following technologies * Java + Weblogic * Business Objects * Typo3 + PHP |
| *Additional specific expertise*  *Certifications*  *(at least one is wellcome but not mandatory)* | * Minimum **3 years**’ experiencewith requested enterprise architecture tools, software models or business process analysis tools * TYPO3 Integrator Certification * Oracle Certified Master, Java EE Enterprise Architect * Business Object Enterprise |

# Senior Infrastructure CONSULTANT (SIC) «Lot 1»

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| *Nature of the tasks* | * Analysis of the requirements * Support the design of the architecture * Definition of the infrastructure needs * Install, maintain and upgrade HW/SW and related operating systems/applications * Ensure proper functioning and integration with legacy systems * Design and implement the maintenance strategy * Contribute to the technical documentation * Contribute to the test strategy and execute test programs * Assistance with training the administrators of the system * Assistance with deployment and configuration of the system * Participation in meetings with the EIT/CEPOL * Provide training/coaching on infrastructure related matters |
| *Knowledge and skills* | * Excellent knowledge in at least one specific field (e.g. Database, (web)servers, middleware, ...) * Ability to optimise the use of HW resource * Ability to deliver infrastructure solutions that are matching the requirements and in particular offering performance in security and integrity of the data * Knowledge in business continuity, redundancy, support and maintenance strategies * Knowledge in test strategies * Ability to design the performance indicators and monitor/analyse performance of the system * Ability to participate in multi-lingual meetings, ease of communication * Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working |
| *Education and Experience* | * Minimum **2** **years** of relevant studies after the secondary school * Minimum **6 years** of IT professional experience * Minimum **2** **years**’ experience as Infrastructure specialist in at least one specific field – VM Ware Infrastructure, Checkpoint Firewall System, Netapp Data Storage, Windows 2012/2016 Server |
| *Certifications*  *(mandatory)* | * Cisco Certified –Expert level * VM-Ware Certified Advanced Professional * MS MCSE Server Infrastructure |

# IS Tester (TE) «Lot 2»

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| *Nature of the tasks* | * Definition of the test strategy * Definition of test plans * Definition of test cases * Construction of test scenarios and scripts * Tests coordination and execution * Reporting of test results * Provide coaching on test strategies |
| *Knowledge and skills* | * Proven knowledge of testing technologies and tools * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working * Good communication skills * Aptitudes in reporting * Ability to cope with fast changing technologies used in application developments |
| *Education and experience* | * Minimum **3 years** of relevant studies after the secondary school * Minimum **1 year** of IT professional experience * Minimum **1 year** of IS testing experience |
| *Optional specific expertise* | * Minimum **1 year** experience in required testing technologies or tools |

# Technical Writer (TW) «Lot 1», «Lot 2»

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| *Nature of the tasks* | * Writing technical documentation for information systems during their development * Integration of on-line help in information systems * Creation and design of on-line documentation * Verification of the technical documentation against applications * Documenting the programs * Provide training/coaching on technical writing |
| *Knowledge and skills* | * Very Good English writing skills * Able to use the office automation tools used in the EIT/CEPOL (e.g. MS-Office) * Programming and web interfaces knowledge * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working |
| *Education and experience* | * Minimum **2 years** of relevant studies and experience after the secondary school * Minimum **2 years** of relevant professional experience in drafting IT documents ( e.g. user manuals, technical reference manuals) |
| *Optional specific expertise* | * Altogether minimum **2 years**’ experience with a specific tool, a web technology or a programming language (in order to produce the technical documentation) |

# IS user assistance person (UA) «Lot 2»

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| *Nature of the tasks* | * Support users in introduce new software * Manual/Semi automated data manipulation * Resolve operational issues |
| *Knowledge and skills* | * Practical experience with Database and data manipulation * Good experience in providing helpdesk support * Experience in MS desktop operating systems and experience in deployment of operating system upgrades * Expert knowledge of the MS Office suite and experience in deployment of software upgrades |
| *Education and Experience* | * Minimum **1** **year** of relevant studies after the secondary school * Minimum **1 year** relevant experience |

# Webmaster (WM) «Lot 2»

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| *Nature of the tasks* | * Creation of a detailed site topology * Staging of web sites. * Installation and support of web sites * Ensure coherence of the logical and physical structure of web sites, web pages and of navigation methods * Provide training/coaching on web management |
| *Knowledge and skills* | * Good knowledge of web environment * Proven conceptual understanding of content structuring, storage, access and presentation elements * Ability to participate in multi-lingual meetings, ease of communication * Capability of integration in an international/multi-cultural environment, rapid self-starting capability and experience in team working * Able to cope with the fast changing technologies used in web site management * Able to cope with the needs of multi-language site deployment |
| *Education and Experience* | * Minimum **2 years** of relevant studies and experience after the secondary school * Minimum **1 year** experience as Webmaster or in web support |
| *Optional specific expertise* | * Minimum **2 years**’ experience in tools used for web sites management or support |

# IT 1st Level Support Specialist (1LS) « For Service Support»

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| *Nature of the tasks* | * Incident and problem registration * 1st level helpdesk support * Windows Server support * Virtualization environment support (Citrix, VmWare * Checkpoint firewall and network equipment support * Cisco VOIP system and IP-based videoconferencing systems support * Netapp and Lenovo Storage support * Moving and setting up ICT equipment |
| *Knowledge and skills* | * Experience related to the areas of responsibilities as mentioned above * Good experience in providing helpdesk support * Experience in Data network architectures, protocols, and standards, covering LAN, WAN, wireless, VPN, and public networks, Cisco; * Experience in MS Server operating systems * Experience in MS desktop operating systems and experience in deployment of operating system upgrades * Experienced in Desktop and Laptop hardware, troubleshooting and diagnostics * Expert knowledge of the MS Office suite and experience in deployment of software upgrades |
| *Education and Experience* | * Minimum **3** **years** of relevant studies after the secondary school * Minimum **1 year** relevant experience |
|  |  |