VACANCY NOTICE AD/ACS/1/2020

The **European University Institute (EUI),** based in **Florence**, **Italy**
is organising a selection procedure based on qualifications and tests
to set up a reserve list for the post of

ICT Support Officer / Functional Analyst
in the Academic Service

(Contract agent post 3a - FG III 08[1])

Who We Are

The **European University Institute (EUI)** at a glance:

- **an international organisation** set up in 1972;

- a research university focusing exclusively on **doctoral and post-doctoral studies**, and **advanced research in the Social Sciences and Humanities**;

- located in the hills overlooking the city of Florence, Italy.

The Institute also hosts the Historical Archives of the European Union.

More on our Institution: https://www.eui.eu/About

Our Unit

The **Academic Service** is in charge of providing support, including monitoring and assessment, to the EUI's research and teaching activities. The Academic Service oversees and supports the

application, selection, and admission processes of master students, early career researchers (i.e. doctoral and postdoctoral fellows), fellows, academic assistants and professors.

The Academic Service collaborates with national and international funding authorities and academic and research institutions in the world.

The Academic Service follows and administers the progress of all academic programmes at the EUI (Master, Ph.D., postdoctoral) in close collaboration with the EUI Academic Units, the Dean

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[1] cf. Annex II

of Graduate Studies, and the Dean of Postdoctoral Studies. It also provides support for research proposals in collaboration with the Dean of Research.

It offers a wide range of academic skills and professional development courses and career advice to early career researchers; offers language courses; counselling and wellbeing services and supports a wide range of extracurricular activities.

The Academic Service is also responsible for the administration of some Governing Bodies such as the Academic Council and Research Council, and academic committees of the EUI.

<div align="center">**Your Key Responsibilities**</div>

Working as part of the Academic Service team, you will support your colleagues with various technical tasks, and will advise on improving and streamlining processes, using generic or specific tools, either at the request of colleagues or proactively.

You will be the interface with the Information and Communication Technology (ICT) Service to provide relevant solutions and follow up on projects in the academic domain (e.g. CIVICA and OSIRIS, the researcher registration database).

Level of Expertise

- Acts as subject matter specialist regarding ICT tools and systems in the academic domain;
- Knows trends, best practices, has knowledge of a broad spectrum of technical tools and office applications;
- Provides a wide range of technical support and expert advice on relevant tools and processes, e.g. in the areas of MA students, researchers, postdocs etc. records, applications, grants and insurances management;
- Manages and supports the use of academic software such as antiplagiarism, surveys and the learning management system;
- Provides, on request, ad-hoc lists, queries, reports from various databases for operations, reporting and strategy/decision making.

Role in administrative processes

- Collaborates closely with colleagues to analyse and map all Academic Service processes;
- Proactively proposes solutions to improve various administrative procedures;
- Supports and trains colleagues in using technology to improve the efficiency of their work;
- Provides operational and administrative support for the further digitalisation of various processes of the Academic Service such as the administration of committees/bodies, extracurricular activities, and skills and professional development;
- Assists in the integration of workflows and of systems.

Policy/ Strategy Making

- Translates data from various sources into relevant information supporting the Academic Service team, and the strategy, vision and objectives of the Academic Service;
- Advises the Director of the Academic Service on the digitalisation strategy of the Service and on the improvement and streamlining of procedures;
- Provides insights, statistics, reports and data for strategic documents.

Representation/communication

- Represents the Academic Service internally;
- Provides technical solutions to facilitate communication (internal and external).

Level of autonomy and accountability

- Reports to the Director of the Academic Service;
- Works proactively within the Academic Service Team to analyse and improve processes;
- High level of autonomy;
- Accountable for own work and for the technical processes affecting the work of colleagues.

Finance and procurement

- Verifies payments, commitments related to IT generic or specific tools for the processes of the Academic Service;
- Participates in evaluation committees for tender procedures related to the specific area.

Budget management

- Analyses and prepares data for various financial reporting and preparation of budgets.

Your Key Competencies

All staff at the EUI share the following competencies:

- Ethics and integrity
- Working in a multicultural environment
- Accountability
- Delivering quality and results

Competencies specific to the unit and role include the following:

- Interpersonal skills / Team-Work
- Multitasking
- Problem solving
- Communication
- Service oriented
- Knowledge – Processes & Procedures

- A role in an inspiring community of young scholars with an exclusive focus on doctoral and post-doctoral studies in social sciences and humanities;
- A world-class research library, the Historical Archives of the European Union, and many other excellent research facilities;
- Language courses and soft skills trainings;
- Access to all EUI facilities: library, crèche, cafeteria, gym, participation in seminars and workshops;
- Competitive salary package including health and pension plan;
- A healthy work-life balance in a family-friendly environment.

How To Apply

Applications must be submitted electronically using the AD/ACS/1/2020 online application form available at **https://www.eui.eu/About/JobOpportunities/Open-competitions-for-administrative-posts**

CLOSING DATE FOR APPLICATIONS: Monday ~~20ᵗʰ April~~ 11ᵗʰ May 2020 at 24:00 CEST

Before completing the online application form you are invited to read ANNEXES I & II that represent an integral part of this vacancy notice.

ELIGIBILITY CRITERIA

On the closing date for online applications, you must fulfil <u>all</u> the following general and specific conditions:

1. General conditions

- Being a national of a Member State of the European Union;
- Enjoying full rights as a citizen attested by a recent extract from judicial records and/or certificate of good conduct proving no previous conviction for a criminal or administrative offence that could call into question his/her suitability for performing the duties of the post;
- Having fulfilled any obligations imposed by the laws on military service;
- Being physically fit to perform the duties.

2. Specific conditions

2.1 Education (Qualifications)

- A level of post-secondary education attested by a diploma, or
- a level of secondary education attested by a diploma giving access to higher education, and appropriate professional experience of at least three years. This professional experience will be considered part of the educational qualification and will not be taken into account in the required numbers of professional experience under 2.2.2.

2.2. Professional experience[2]

By the deadline for applications, and in addition to the qualifications required above, you must have at least **three years** of relevant professional experience gained after obtaining the diploma required under 2.1.

2.3 Knowledge of Languages[3]

- Main language: have a thorough knowledge of one official language of the European Union; and
- Second language: a satisfactory knowledge of another official language of the European Union to the extent necessary for the performance of the duties.

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[2] Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to this post. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Completed and remunerated PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once.

[3] Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third EU language.

SELECTION CRITERIA

Essential

- University degree in a field relevant to this post (e.g. Information Technology, Computer Science, Business Information Management) or an equivalent level of professional qualification in a closely related field;
- At least 3 years of relevant professional experience;
- Knowledge of academic software packages such as Student Information Systems, LMS, surveys;
- Excellent knowledge of English, both spoken and written (CEFR level: C1 or above).

Advantageous

- Work experience in an ICT support role;
- Experience with business intelligence tools (e.g. Power BI, Cognos, Business Objects), web-editing and CMS experience;
- Experience with Osiris, Brightspace and/or Qualtrics.