



Ministero dell'Interno

DIPARTIMENTO DELLA PUBBLICA SICUREZZA

DIREZIONE CENTRALE PER GLI AFFARI GENERALI DELLA POLIZIA DI STATO

OGGETTO: FRONTEX – CALL FOR SECONDED NATIONAL EXPERT.
(SNE/2018/01). RIAPERTURA TERMINI PRESENTAZIONE
CANDIDATURE.

DI SEGUITO ALLA NOTA N. 6418/2018 DEL 2 MARZO 2018, PARI OGGETTO, SI RAPPRESENTA CHE L'AGENZIA EUROPEA FRONTEX HA RIAPERTO I TERMINI PER LA PRESENTAZIONE DELLE ISTANZE DI PARTECIPAZIONE RELATIVE ALLA POSIZIONE DI **SERVICE DESK OFFICER-EUROSUR/COPERNICUS FUSION SERVICE (FRONTEX (SNE/2018/01))**. PERTANTO, NEL CONFERMARE I REQUISITI RICHIESTI, SI DISPONE CHE LE EVENTUALI ISTANZE PER LA CITATA SELEZIONE POTRANNO ESSERE INVIATE **ENTRO LE ORE 12.00 DEL 10 APRILE 2018**, VIA E-MAIL, AI SEGUENTI INDIRIZZI:

RUOLO ISPETTORI

- SERVIZIO DIRIGENTI, DIRETTIVI ED ISPETTORI - 2^a DIVISIONE DELLA DIREZIONE CENTRALE PER LE RISORSE UMANE, INDIRIZZO EMAIL: **sddi-2@interno.it**;

RUOLO SOVRINTENDENTI

- SERVIZIO SOVRINTENDENTI, ASSISTENTI ED AGENTI - 2^a DIVISIONE SEZIONE MISSIONI ED ASSEGNAZIONI SPECIALI DELLA DIREZIONE CENTRALE PER LE RISORSE UMANE, INDIRIZZO EMAIL: **dipps.ssaa.ass.spec.rm@interno.it**.

PER IL CAPO DELLA POLIZIA – DIRETTORE GENERALE DELLA PUBBLICA SICUREZZA – PREFETTO DISPENZA.

SECONDED NATIONAL EXPERT- JOB PROFILE

**Service Desk Officer- Eurosur/ Copernicus Fusion Services
(Frontex Situation Centre)**

The Frontex Situation Centre (FSC) is the unit responsible for situation monitoring and information management within Frontex.

The Role of Frontex Situation Centre is to provide a constantly updated picture, as near to real-time as possible, of the irregular migration situation at the external borders of the EU with a view to facilitate the integrated border management of EU external borders, including supporting the reaction capability of Member States and joint operational activities.

The main values fostered by FSC are:

- Quality, integrity, trustworthiness and security in information management;
- Service orientation;
- Speed and flexibility;
- Dedication;
- The smart use of the available technology.

The successful candidate will support the management of information exchange applications/systems operated by FSC (Service Desk), as well as assist, in information exchange and situation monitoring duties.

Tasks and responsibilities:

Reporting to the Head of Unit (and under the supervision of the respective Head of Sector), the main duties related to this post/position) are:

Primary tasks

- Managing the first line Service Desk user support, consulting and handling requests for change, reported issues, service requests, etc.
- Daily work with access management to applications, services and systems operated by FSC (such as JORA, FOSS, EUROSUR);
- Ensure communication, coordination and follow up on the issues directed to second/third line support;
- Creation and maintenance of policies, procedures and processes and other relevant documentation related to the Service Desk;
- Cooperating and coordinating with other Service Desk officers to ensure full coordination of Service Desk activities;
- Maintaining and reporting on service desk related statistics upon request for inputs;
- Supporting and implementing the activities related to further improvement of the Service Desk, and
- Providing inputs to trainings and business documentation on the FSC operated systems and applications.

Secondary tasks

- Providing presentations and trainings on the applications, services and systems operated by FSC upon request;
- Assisting in other projects, if required by the line manager, and
- Performing any other task in the area of competence.

Professional qualifications, competencies and experience required:

Essential:

- Experience in information management in a law enforcement environment;
- Experience in preparing documentation, including policies and procedures;
- Sound computer skills, including good understanding of information exchange systems and applications

Assets:

- Knowledge of the EU legal framework;
- Knowledge of business analysis, project and service management methodologies;
- Knowledge of running and managing data bases, networks and applications;
- Familiarity with IT tools used by Frontex, such as JORA, FOSS, Eurosur Fusion Services;
- Experience working in international environment;

Personal skills & competencies required:

- Very good communication and drafting skills in English, both verbally and in writing;
- Strong analytical skills;
- High level of initiative and creativity;
- Very high level of commitment, positive and customer service oriented attitude;
- Excellent problem solving skills;
- Ability to prioritize and manage heavy workloads
- Flexibility and ability to cooperate with good team spirit with colleagues from different cultural/professional background.

This application form is specifically created only for this selection procedure. It shall be:

- Downloaded and opened in a PDF reader in a MS Windows equipped computer** – the recommended version is the Adobe Acrobat Reader DC (version 2017.009.20044. You may download this free version here: <https://get.adobe.com/uk/reader/>). Opening the file and working only in a browser is not supported.
- Filled in electronically** in English language.
- Fields, where you may enter your input, are highlighted in light blue colour.** Fields marked with an asterisk (*) indicate a required input.
- When entering dates, **the only accepted format is DD/MM/YYYY** (if you use different format, e.g. DD-MM-YYYY or DD.MM.YYYY, the automatic calculation fields may not display the calculations correctly).
- You should be concise – **the space for your input is limited by the size of the text boxes.**
- In case you have any issues with filling/saving this form, you may write to us at sne-recruitment@frontex.europa.eu.

FRONTEX APPLICATION FORM - SNE/2018/01

MY PERSONAL DATA

1. First (given) name*		2. Surname (family name)*	
3. Gender*		4. Date of birth*	
5. Address (street / number / post office code / city / country)*			
6. Telephone number (including int'l prefix)*			
7. E-mail address (to be used for communication)*	 Make sure that this e-mail address is correctly entered and frequently monitored by you as it will be used by Frontex to communicate with you regarding your application.		

THE POST / POSITION I AM APPLYING FOR IN FRONTEX

8. Position / Business title	Type of position	Please mark your choice*
Service Desk Officer	Seconded National Expert	

INFORMATION AND DECLARATIONS ON MEETING THE ELIGIBILITY CRITERIA (CHECKLIST)

9.	Currently, I possess a citizenship of the following one of the Member States of the European Union or one of the Schengen Associated Countries (primary citizenship)	
10.	Currently, I possess a second citizenship of the following country	
11.	Currently, I am enjoying full rights as a citizen of the following one of the Member States of the European Union or one of the Schengen Associated Countries	
12.	Currently, I possess a professional experience of at least three years in administrative, legal, scientific, technical, advisory or supervisory functions	
13.	I possess a thorough knowledge of the following language of the EU (my main EU language)	
14.	I possess a satisfactory knowledge of another language of EU to the extent necessary for the performance of duties	

INFORMATION AND DECLARATIONS ON MY PROFESSIONAL EXPERIENCE

Starting with your present or last post / position, list in retrospective order some details of your previous and/or current working experience longer than 3 months which you deem are the most relevant for the post / position you are applying for. In case you wish to list additional working experience you may add additional information on your other working experience in Annex II at the end of the application form.

	Organisation – name (including city and country)	% of full time	Period of employment		Calculated length
			Start date (DD/MM/YYYY)	End date (DD/MM/YYYY)	
15.a		%			
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				

	Organisation – name (including city and country)	% of full time	Period of employment		Calculated length
			Start date (DD/MM/YYYY)	End date (DD/MM/YYYY)	
15.b		%			
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				

	Organisation – name (including city and country)	% of full time	Period of employment		Calculated length
			Start date (DD/MM/YYYY)	End date (DD/MM/YYYY)	
15.c		%			
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				

	Organisation – name (including city and country)	% of full time	Period of employment		Calculated length
			Start date (DD/MM/YYYY)	End date (DD/MM/YYYY)	
15.d		%			
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				

	Organisation – name (including city and country)	% of full time	Period of employment		Calculated length
			Start date (DD/MM/YYYY)	End date (DD/MM/YYYY)	
15.e		%			
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				

	Organisation – name (including city and country)	% of full time	Period of employment		Calculated length
			Start date (DD/MM/YYYY)	End date (DD/MM/YYYY)	
15.f		%			
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				

MEETING THE PROFESSIONAL SELECTION CRITERIA

This section provides you with an opportunity to clearly explain how well you meet or exceed professional requirements. Use real examples / tasks you have performed / goals achieved and quantification wherever possible. These statements are mainly used to assess your suitability for the post / position. You should be concise – the space for your input is limited by the size of the text boxes below.

16.a	Experience in information management in a law enforcement environment Explain in more detail how you meet or exceed this professional requirement:	
16.b	Experience in preparing documentation, including policies and procedures Explain in more detail how you meet or exceed this professional requirement:	
16.c	Sound computer skills, including good understanding of information exchange systems and applications Explain in more detail how you meet or exceed this professional requirement:	

16.d	Knowledge of the EU legal framework Explain in more detail how you meet or exceed this professional requirement:	
16.e	Knowledge of business analysis, project and service management methodologies Explain in more detail how you meet or exceed this professional requirement:	
16.f	Knowledge of running and managing data bases, networks and applications Explain in more detail how you meet or exceed this professional requirement:	

16.g	Familiarity with IT tools used by Frontex, such as JORA, FOSS, Eurosur Fusion Services Explain in more detail how you meet or exceed this professional requirement:	
16.h	Experience working in international environment Explain in more detail how you meet or exceed this professional requirement:	

REFERENCES

This section gives you an opportunity to provide us with the names and contact details of recent professional-reference persons - not relatives, preferably your direct superiors - who may be later on contacted by Frontex to provide professional reference on you and / or to confirm statements made by you.

17. Persons to provide professional reference on my skills, competences, achievements and conduct		
a	Name and surname	
	Relation / position	
	E-mail contact	
	Phone number	
b	Name and surname	
	Relation / position	
	E-mail contact	
	Phone number	

18. MOTIVATION LETTER*

This page provides you with an opportunity to explain your application (why do you think you fit the post / position) by any additional information not mentioned in previous sections. The space for your input is limited by the size of the text box below (and by about 6000 characters).

19.	My availability date (or the notice period required by my employer)
20.	Have you ever applied for any other Frontex post? If yes, please indicate for which one.
21.	Have you ever been security cleared for an access to classified information? If yes, please indicate when, to which level and the validity of the clearance.

Please do not submit your application to Frontex unless you have fully read and understood the information contained in the Call for SNEs and you have assured that the data you have entered in this application are correct.

ONCE YOU COMPLETE AND VERIFY YOUR APPLICATION **DO NOT SIGN OR SCAN** THIS APPLICATION FORM – INSTEAD, SAVE IT IN A PDF FILE (INDICATING YOUR SURNAME IN THE NAME OF THE FILE).

Your application should be submitted to Frontex exclusively via Permanent Representation of your Members State following the appropriate national procedure (in line with applicable Frontex SNE rules).

BY SUBMITTING YOUR APPLICATION YOU ARE DEEMED TO HAVE MADE THE FOLLOWING DECLARATIONS

22.	I declare that all the information provided above and in Annexes I and II by me are, to the best of my knowledge, true, correct and complete on the date of the submission of my application. I further declare that: • I am currently a national of a member state of the European Union or a Schengen Associated Country. • I am aware that my application must be supported by my national authorities in a form of an Employer Authorisation (Form 1A). • I undertake to submit, as soon as requested by Frontex, any documents in support of the above statements and declarations. • I am fully aware that any false or incorrect statement or omission, even if unintended on my part, may lead to my lower scoring during the evaluation, refusal or non-eligibility of my application or may render my employment with Frontex liable to a termination. • I am aware that candidates put in a reserve list may, eventually, be offered a secondment of a similar profile.
-----	--

ANNEX I**Additional information on my relevant studies or education****I have completed post-secondary education attested by a diploma as follows**

23.

Diploma type		Diploma awarded on	
Name of the school / university, city			
From an EU Member State		From another country	

Diploma type		Diploma awarded on	
Name of the school / university, city			
From an EU Member State		From another country	

I have completed university studies attested by a diploma as follows

24.

Studied from		Final date of diploma	
Standard length of studies		Studied full/ part time	
Diploma type			
Diploma title (in English)			
Principal subjects			
Name of the school / university, city			
From an EU Member State		From another country	

Studied from		Final date of diploma	
Standard length of studies		Studied full/ part time	
Diploma type			
Diploma title (in English)			
Principal subjects			
Name of the school / university, city			
From an EU Member State		From another country	

Studied from		Final date of diploma	
Standard length of studies		Studied full/ part time	
Diploma type			
Diploma title (in English)			
Principal subjects			
Name of the school / university, city			
From an EU Member State		From another country	

ANNEX II (optional) - additional information on my other working experience

	Organisation – name (including city and country)	% of full time	Period of employment		Calculated length
			Start date (DD/MM/YYYY)	End date (DD/MM/YYYY)	
25.a					
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				
25.b					
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				
25.c					
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				
25.d					
	Type of business or sector				
	Job title or position held				
	Main activities and responsibilities				