

OPEN COMPETITION IUE/5/2012
ON THE BASIS OF QUALIFICATIONS AND TESTS
aimed at setting up a reserve list in order to fill future vacant posts within the European University Institute

Nature of posts: temporary posts - grade AST1 – IT Support Assistant

Unit to which posts are attached: Information and Communication Technology Service (ICT)

Duration of contracts: three years, renewable initially for a fixed period of up to three years. Any further renewal will be for an indefinite period.

Description of duties: Under the supervision of the Director of the Information and Communication Technology Service, the staff member will be in charge of carrying out IT maintenance and user support, for both in-house hardware and software, client/server architecture based on MS Windows, Mac OS X/iOS, Linux and Android, and related peripherals.

In particular his/her duties will include: first level IT support to end-users, incident tracking, asset management, mentoring.

Availability outside normal working hours is sometimes required to address critical problems.

A. Eligibility criteria

- Being a national of the European Union, or a national of third countries, having acquired the status of long-term resident on the basis of the EU Directive 2003/109/EC;
- Scientific/technical post-secondary education attested by a diploma or secondary education attested by a diploma and appropriate professional experience of at least three years;
- Good knowledge of two languages of the European Union.

B. Selection criteria

Essential:

- Good knowledge of MS Windows, Mac OS X/iOS, Linux and Android;
- Good knowledge in the fields of office automation (e.g. MS Office, Sharepoint), networking, mail systems, cloning and virtualisation;
- Good knowledge of mobile devices (tablets, smartphones, etc.);
- Ability to work as part of a multinational and multidisciplinary team in an international environment;
- Good knowledge of English and Italian.

Desirable:

- Diploma in Information Technology;
- Work experience in a university or research environment;
- Knowledge of additional IT fields (e.g. cloud computing).

Selection process:

A limited number of candidates, shortlisted by the Selection Board on the basis of the above-mentioned essential and desirable selection criteria, will be invited for

- a language test
- a computing test
- an interview, enabling assessment of the candidate's ability to carry out the tasks of the posts and to work in an international academic institution.

Assessment on the basis of qualifications and marking of tests:

Marking: 0 to 20 for the assessment on the basis of qualifications;

Marking: 0 to 20 for the computing test;

Marking: 0 to 20 for the language test;

Marking: 0 to 40 for the interview by the Selection Board.

Publication and validity of the reserve list:

The highest scoring candidates will be placed on the reserve list which will be published on the EUI website: <http://www.eui.eu/About/JobOpportunities/AdministrativePosts.aspx>.

By submitting their application, candidates acknowledge and give their explicit consent to this procedure, according to the Data protection regulation in force at the EUI (President's Decision n. 32 of 27 November 2008).

Candidates on the reserve list are not guaranteed recruitment.

The validity of the reserve list is twelve months from the date of publication on the EUI website. The EUI reserves the right to extend the validity of the reserve list one or several times and will communicate any extension by publishing it on the website.

Whenever a vacancy occurs the EUI will publish it on the EUI website and will select a short-list of candidates to interview for that particular job. Candidates will be contacted by email or by registered letter with confirmation of receipt.

The net monthly salary:

The net monthly salary after taxes is approx. euro 2,450. In addition, when conditions as laid down by the Statutes are applicable, there are family allowances - household allowance, dependent child allowance, education allowance – and expatriation allowance (approx. 16% of salary).

The European University Institute is an equal opportunity employer.

Applications must be submitted electronically using the IUE/5/2012 **online application form**. Applications received by e-mail, fax or post will not be considered.

Contacts: E-mail: applyjob@eui.eu

DEADLINE **FOR RECEIPT** OF APPLICATIONS: **23/04/2012**

(signed)
Pasquale FERRARA