



We are seeking to appoint a

Head of ICT System cell
Occupational category¹: 2.20 ICT Expert at the OSG
(Full-time post – 37h30/week)

The European Schools are an intergovernmental organization providing a multilingual and multicultural education. There are currently thirteen schools in six countries with around 28,300 pupils on roll. The Office of the Secretary-General (OSG) is the central office responsible for managing the European Schools system.

Description of the function

Under the direction of the Head of the ICT Unit, the function of the Head of ICT System cell will consist of:

- Managing and being responsible for the staff working in the System cell of the ICT Unit
- Ensuring the proper functioning of the ICT systems and services of the European Schools
- Managing and control the development of the computer systems and solutions of the European Schools
- Being responsible for the IT security of networks, systems and services
- Leading the management of IT operations related projects
- Organizing and managing the work of the staff of the System cell
- Being in charge of the acquisition and maintenance of the IT systems of the OSGES, of the administrative network of the schools as well as of the infrastructures for the centralized educational applications
- Managing and establishing the IT budget allocated to the System cell
- Collaborating with the other cells in the ICT unit, with other members of the OSGES and with the ICT staff of the European Schools

Main Duties:

IT Operations management:

- Ensure the management and correct functioning of the ICT systems and solutions of the OSGES.
- Perform diagnostics to determine problems, provide technical assistance.
- Define, prepare, disseminate and promote reference solutions.
- Implement the quality plans defined by the organization in the field of ICT.
- Contribute to the improvement and the maintenance of ICT systems, tools, products, and ICT services
- Promote and introduce standardized ICT industry standards, frameworks and best practices.

IT support and service management:

- Organise and lead the second and third level ICT support
- Monitor and manage incidents, debugging operations and coordinate available consulting and supporting resources.
- Write technical documentation of ICT systems and solution.
- Update, manage and test ICT Disaster Recovery and ICT Business Continuity plans.

Network and telecommunications supervision:

- Responsible for the design and architecture of the telecommunication and networking services.
- Implement and manage the architecture of the telecommunication and networking solutions and services.
- Supervise the operation of networks and telecommunications.

¹ <https://www.eursc.eu/BasicTexts/2007-D-153-en-13.pdf> (pages 25 and 30, grades 5-7).

ICT security:

- Implement and locally enforce the security rules and procedures in force in the company in order to guarantee the protection, reliability and confidentiality of data, the appropriate use of licenses and access to information.
- Contribute to the development, implementation and management of IT security policies.
- Apply and supervise computer security procedures.
- Apply and supervise data integrity control procedures.
- Facilitate periodic IT security surveys and audits with external IT security experts in order to determine operational vulnerabilities and risks.
- Develop and implement action plans based on the IT security audits and surveys.
- Responsible for the management of the list of ICT/information system assets (hardware, software, databases, etc.).

Assistance in the management of outsourced IT activities:

- Contribute to the definition of the IT aspects of the specifications.
- Prepare IT tenders (equipment, services).
- Participate in IT technical evaluations.
- Ensure the follow-up of contractual IT services (deadlines, technical aspects, cost, etc.) as well as that of the procedures relating to the reports in this matter.

Project management:

- Manage and support IT operations related projects.

Elaboration of the overall planning & acceptance and production related schedules.

Profile required:

- ITIL certification or equivalent experience
- **Bachelor's degree** (minimum of 3 years of higher education) in Computer Science or Information Technology or equivalent qualifications
- At least **5 years of experience** of being in charge of and responsible for IT Operations management
- Experience in managing a team
- **5 years of professional experience** in IT infrastructure management and / or ICT service management
- Several years of experience in acquisition and maintenance of ICT systems and solutions
- Several years of experience managing cloud-based environment and solutions (Azure, AWS etc)
- Experience in IT Security management and experience in conducting penetration tests and IT security audits
- Experience in managing ICT in school environment
- Knowledge of:
 - Windows Server and Active Directory
 - Management of networking infrastructure and solution
 - Backup solutions
 - Telecommunications
 - Client environment
 - Hardware environment (Server: RAID configuration, peripherals, wiring).
- **Excellent** command of **English** (minimum level **C1** according to the Common European Framework of Reference for languages - CEFR standard or equivalent)
- Soft skills:
 - Excellent planning and organizational skills
 - Good oral and written communication
 - Good resistance to stress
 - Good listening skills
 - Particular interest in new technologies
 - Ability to motivate, to value his team to maintain a constructive dynamic
 - Ability to communicate efficiently with his team
 - Ability to delegate and collaborate.

- Assets:
 - Knowledge of French is a valuable asset
 - Good command of other EU languages
 - Documentation management, experience with system validation is a valuable asset
 - Good knowledge and experience in Linux based environments and solutions are valuable assets

We offer:

- **A permanent contract** under the conditions provided by Belgian labour and social law
- A challenging position in an international team
- Possibilities for professional development
- A gross monthly salary of minimum € 6.090,75 and maximum € 8.152,30 depending on the number of years of relevant professional experience and upon decision of the Secretary-General
- 30 days of annual leave per calendar year
- Same public holidays as the European Commission (around 16 days per year)
- Flexitime and extra-hours systems to compensate overtime
- Hybrid work (work in situ and structural telework)
- Free schooling in the European Schools for children of OSG employees

Interested?

1st) Fill out the **online form** [here](#)

2nd) Send your **application** (your motivation letter, CV and a copy of the requested diploma) to OSG-RECRUITMENT@EURSC.EU by **4 October 2022** at the latest.

You will find any information concerning the processing of your personal data on the document « Privacy Statement for the recruitment of the Administrative and Ancillary Staff (AAS) at the Office of the Secretary General » (2019-05-D-41-en-1), effective from May 25, 2018 and available on <https://www.eursc.eu/Documents/2019-05-D-41-en-1.pdf>.