

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.