



Emily O'Reilly
European Ombudsman

ICT Applications Developer

Call for expression of interest OMB/7/2021

Temporary post - AST 5

General information

Title of post	ICT Applications Developer
Function group and grade	AST 5
Legal basis	Articles 2(b) and 8 of the Conditions of Employment of Other Servants of the EU (CEOS)
Duration of contract	4-year contract with possible 2-year extension
Place of work	Brussels or Strasbourg
Deadline for application	10 September 2021 at 13:00
Preferred starting date	as soon as possible

Who we are

The **European Ombudsman**'s mission is to support European citizenship. We do this by dealing with complaints and by working with the institutions of the EU to help create a more accountable, transparent, ethical and effective administration. The European Ombudsman promotes good administration and strives to identify bad administrative practices with a view to redress them.

The European Ombudsman investigates citizens' complaints that range from poor communication and service, lack of transparency in decision-making and refusal of access to documents to violations of fundamental rights and contractual matters. The Office also conducts own-initiative inquiries into systemic issues with an impact on the quality of EU administration. The Office's guiding principles are independence, integrity, fairness, accountability, transparency, dialogue and service.

The European Ombudsman is a small, dynamic office with an establishment plan of roughly 75 posts and an annual budget of approximately



EUR 12 million. Its offices are located in Strasbourg and Brussels. It offers a dynamic and respectful workplace including a good balance between private and professional life and a pleasant working atmosphere. The Office's organisational structure enhances participation, facilitates skills' development and our modern working tools allow for efficiency and flexibility.

Description of the post

The ICT Applications Developer, who will report to the Director for Administration or a designated delegate, will be in charge of maintaining and developing the Ombudsman's complaint management system (CMSEO). CMSEO is the Office's central application used for the registration of complaints, internal workflow, and production of management tools, reports and statistics.

The ICT Applications Developer will be responsible for further developing the application to allow for a seamless interaction with complainants and stakeholders. This responsibility will entail to continuously implement the guidelines and new procedures that come from the Directorate for inquiries. The ICT Applications Developer will also be in charge of monitoring and ensuring the quality of the work of external developers when part of the work is contracted out. Due to the Developer's core function and depending on the organisation of the ICT team and/or budget availability, opportunities for longer-term engagement may arise.

In addition to the main assignment relating to complaint management, the ICT Applications Developer will maintain and develop other in-house applications in the areas of recruitment and training based on the same technology as the complaint management system.

The ICT Applications Developer will work with the office's ICT specialists, a small team working in the fields of Web Development, Local Systems Administration and User Support of various levels. All team members are in direct contact with the users and are required to adapt fast to the operational changes decided by management. In such a working environment business continuity is of paramount importance and all team members are required to demonstrate versatility in order to be part of an effective backup scheme. Therefore, the ICT Applications Developer will be responsible to keep the team updated on any developments in the office's tools and be familiar with the tasks of the other team members.

What we are looking for

The European Ombudsman is looking for a dynamic and highly motivated colleague, with good communication skills, talent for collaborative work in an agile environment and a strong interest in innovation.



Applicants must meet the following requirements at the time of applying:

(a) General conditions

be nationals of one of the Member States of the European Union;
enjoy their full rights as citizens;
have fulfilled any obligations imposed by the laws concerning military service.

(b) Specific conditions

Qualifications and professional experience:

A level of education in the Information Technology domain which corresponds to

- (i) a level of post-secondary education attested by a diploma, or
- (ii) a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years, or
- (iii) professional training or professional experience of an equivalent level.

Professional experience as a Software Developer or in a similar role of at least 8 years is required.

Knowledge of languages:

A thorough knowledge (at least level C1¹) of one of the European Union's official languages² and a satisfactory knowledge³ of at least one other is required.

A good knowledge of English is required to communicate effectively within the Office and with other institutions or contractors. Knowledge of other official languages of the European Union would be an advantage.

Knowledge and skills

Coding languages:

Required: excellent knowledge of C#, VB and ASP and JS

Software and frameworks:

Required: excellent knowledge of MS CRM Dynamics 2016 or later, MS Sharepoint 2016 or later, MS SQL Server and Net

Knowledge of REST web services will be an advantage.

¹ See the Common European Framework of Reference for Languages (CEFR)
<https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>

² The European Union's official languages are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish.

³ See footnote n. 1.

**Tools:**

Required: excellent knowledge of MS Visual Studio

Furthermore, the jobholder will need to possess:

Excellent analytical and problem-solving skills and ability to think creatively;

Very good communication skills, including inter-personal communication skills;

Strong commitment to maintaining a positive work environment and good working relationships within the office and with external interlocutors;

Commitment to a culture of service towards citizens and institutions and strong professional integrity;

Strong planning and organisation skills;

Ability to work under pressure and handle simultaneously multiple tasks.

Place of employment

The place of employment will be Brussels or Strasbourg. This post will involve missions to the other workplace of the European Ombudsman and to the other working places of the EU institutions; it may involve missions to other countries in or outside the European Union.

Selection procedure

In choosing the successful candidate, the appointing authority shall be assisted by an Advisory Selection Committee.

The Advisory Selection Committee will initially evaluate and compare the qualifications, experience and motivation of all the applicants, on the basis of their applications. Based on this comparative assessment, the Advisory Selection Committee will shortlist the most suitable candidates, to be invited to a first interview.

This first selection is based on a comparative assessment of the applications. The fulfilment of the requirements does not guarantee invitation to the first interview. Among the interviewed candidates, the Advisory Selection Committee may decide to invite the top ranked candidates to attend a second interview with the Committee. The interview(s) might also entail a written problem-solving test to take place before the interview.

Based on the performance at the interview(s) and the possible problem-solving test, the best-ranked candidates will take part in a final interview with the Secretary General.

Should containment measures against Coronavirus continue to be in place at the time of interviews, candidates could be interviewed by video-conference.



All applicants will be informed of the outcome of each step of the selection procedure.

Legal Basis

This post is published in accordance with Articles 2(b) and 8 of the Conditions of Employment of Other Servants of the EU (CEOS).

Equal Opportunities

The European Ombudsman is an equal opportunity employer who encourages applications from qualified people and seeks to actively promote diversity in the workplace.

Independence and declaration of interests

Before taking up their duties, candidates are required to declare that they will act independently in the public interest and have no interests, which might be considered prejudicial to their independence.

Data protection

Personal data which candidates provide for the purposes of this selection procedure will be processed in accordance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.⁴

Applications

Candidates must submit their application through the online application system on the Ombudsman's website (www.ombudsman.europa.eu/office/careers) by 10 September 2021 at 13:00 (Brussels time).

Late applications will not be considered.

Any correspondence concerning the selection procedure should be addressed to the following e-mail address: career@ombudsman.europa.eu (the email must have in the subject the following title: OMB/7/2021).

⁴ OJ L 295, 21.11.2018, p. 39.



Before submitting their application, candidates should carefully check whether they meet all the eligibility criteria in order to avoid automatic exclusion from the selection procedure.

In order to be valid, applications must include:

a letter in English referring to the notice of vacancy OMB/7/2021 and explaining their reasons for applying;

a copy of their *curriculum vitae* in English (preferably europass CV: europa.eu/europass/);

copies of supporting documents relating to their studies, and, where appropriate, evidence of professional experience and current responsibilities.⁵

Inquiries about technical matters should be addressed to:
webmaster@ombudsman.europa.eu

Strasbourg, 22/07/2021

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⁵ Document attesting professional experience should clearly indicate the starting and finishing dates, the job title, and the exact nature of the duties carried out.