

VACANCY NOTICE FOR A POSITION OF IT SERVICE COORDINATION EXPERT

Reference:	AMLA/CA/2024/01
Type of publication:	Inter-agency
Type of contract:	Contract Agent 3(a)
Function Group:	FG IV
Duration of contract:	3 years (renewable)
Place of employment:	Frankfurt, Germany
Deadline for application:	1 July 2024, 23:59 Frankfurt time
Reserve list:	Up to 10 laureates, valid until 31/12/2025

1. ABOUT THE AGENCY

1.1 Who we are

Money laundering and the financing of terrorism are major concerns for the EU. They pose major risks to the EU's economy and financial system and to the security of its citizens.

The Anti-Money Laundering and Countering the Financing of Terrorism Authority (AMLA) is a new European Union body, established to safeguard the European Union's financial system for its citizens.

For more information about the Authority, please see AMLA's Founding Regulation: <https://data.consilium.europa.eu/doc/document/PE-35-2024-INIT/en/pdf>

The place of employment is Frankfurt (Germany) where the Authority's seat is located. It will have over 400 staff members by 2027.

1.2 Our purpose

The Anti-Money Laundering and Countering the Financing of Terrorism Authority (AMLA) will be a decentralised EU Agency that will coordinate national authorities to ensure the correct and consistent application of EU rules.

The aim of the EU Authority will be to transform the anti-money laundering and countering the financing of terrorism (AML/CFT) supervision in the EU and enhance cooperation among financial intelligence units (FIUs).

AMLA's key responsibilities will include:

1. Directly supervising selected financial sector entities that operate on cross border basis and present high risk of money laundering and terrorism financing, as well as indirectly supervising other entities in the financial and non-financial sectors.
2. Supporting and coordinating Financial Intelligence Units (FIUs) by facilitating joint cross-border cases analyses, enabling controlled information exchange, providing capabilities, advanced data analytics and managing the common FIU.net information system.
3. Complementing EU AML/CFT rules by developing regulatory and implementing technical standards and issuing guidelines.

2. CANDIDATE PROFILE – IS THIS JOB FOR YOU?

We are seeking to establish a reserve list for the position of IT Service Coordinator. The reserve list may be used for any future vacancies in similar fields of work and may be shared with other Agencies, upon request and after written consent of the listed candidates to share their data.

The tasks/responsibilities of an IT Service Coordinator include, among others, the following:

IT Infrastructure

- Coordinate the acquisition and contracting processes for IT Infrastructure assets and associated services.
- Liaise with suppliers on delivery and operationalisation of IT-assets (networking, servers, PC's) in line with the IT Infrastructure Plan.
- Regularly assess and assure the IT infrastructure is managed in full compliance with the applicable security, data protection and business continuity policies. Monitor the quality of Service.
- Proactively propose measures to ascertain the robustness and compliance of the operational IT Infrastructure.
- Evaluate and propose updates to the IT Infrastructure Plan.

End User Services

- For Digital Workplace: monitor and manage the Digital Workplace services for the user community, including the provisioning of devices (laptops, mobile phones, peripherals).
- For Administrative Solutions (HR, Finances/Accounting, Document Management): monitor and ensure Quality of Services. Propose actions as needed.
- Provide first-level support for the Digital Workplace and Administrative Solutions. Liaise structurally with second-level support (internal and suppliers) to remediate any open issues swiftly and effectively.

Horizontal responsibilities

- Assist the Head of Unit in drafting the IT Infrastructure Plan as part of AMLA's overarching IT Plan (deliverables, internal/external staffing, budgets).
- Assist the Head of Unit in "running IT as a business", seeking efficiency and effectiveness from an infrastructure perspective.
- Contribute to the selection process of staff members, external providers and the evaluation of technical offers.

The successful candidate may be required to perform other duties as necessary under the responsibility of his/her line manager according to the evolution and development of the AMLA's structure and activities.

3. ELIGIBILITY CRITERIA

The selection procedure is open to applicants who satisfy the following eligibility criteria on the closing date for application:

a) General conditions

- Be a national of a Member State of the European Union;
- Enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by national laws concerning military service;
- Meet the character requirements for the duties involved;
- Be physically fit to perform the duties linked to the post;

- Have a thorough knowledge of one of the official languages of the European Union¹ and satisfactory knowledge of a second of these languages (Level B2 of CEFR)² to the extent necessary to perform their duties.

b) Education

Candidates must have a level of education which corresponds to completed university studies in IT of at least three years attested by a diploma.

4. SELECTION CRITERIA

Candidates will be considered for the selection phase on the basis of the following criteria, to be fulfilled on the closing date for applications:

a) Essential criteria

- Proven experience of at least 3 years in similar tasks/responsibilities as required by the role as described under “Candidate profile”.

b) Advantageous criteria

- Professional experience in the IT Service Management in a European Agency, Joint Undertaking or EU body.
- Professional experience in building/managing hybrid architectures (on-premises + cloud) meeting highest data protection and cybersecurity standards.
- Sound understanding and/or hands-on experience with frameworks such as ITIL and tools supporting IT Services Management (JIRA, ServiceNow...).

Moreover, the following competencies will be assessed during the selection process:

- Ability to be proactive, to work with autonomy;
- Ability to manage multiple tasks, evaluate priority, and assess workloads;
- Service-oriented mindset;
- Capability to build sound working relations with internal teams and external providers;
- Good communication and coordination skills for discussing and resolving technical matters as a team;
- Analytical, proactive thinking to assure quality of service.

5. WHAT WE OFFER

5.1 What to expect in the new AMLA

Joining the AMLA during its start-up phase presents a unique opportunity for individuals seeking new challenges. As we navigate through the initial stages of establishing this important Agency, you will have the chance to contribute your expertise and innovative ideas, playing a pivotal role in shaping the Agency!

5.2 Work-life balance

As we are convinced in AMLA that achieving a work-life balance is crucial for the well-being and efficiency of all our employees, we will foster a work environment that supports a balanced lifestyle. Telework and flexible scheduling will allow you, to adapt your work hours to fit your life and help you successfully juggle your responsibilities as well as lessen our environmental impact.

¹ The languages of the EU are Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish

² Language levels of the Common European Framework of Reference: <https://europass.europ.eu/en/common-european-framework-reference-language-skills>

5.3 Integration of newcomers

Join our team at AMLA and experience a warm welcome from day one! We see the clear benefits of teleworking, but also the importance to build relationships, integrate newcomers and maintain team cohesion. We are dedicated to ensuring a seamless integration process for our new staff. Newcomers will receive personalised support, including the assignment of a mentor and assistance in navigating in their new environment. In AMLA, we understand that a smooth transition is key to your success, and we are committed to helping you settle in comfortably as part of our team as well as in Frankfurt!

5.4 Pay and benefits

The successful candidate will be recruited as a Contract Agent, pursuant to Article 3(a) of the [Conditions of Employment of Other Servants of the European Union \(CEOS\)](#), for a period of 3 years. After an evaluation of the performance of the post holder's performance and, subject to budget availability, the term of office may be extended.

The primary component of your pay is your basic salary. Salaries are exempted from national tax; a Union tax is paid at source. The amount varies depending on your:

- staff category, grade, step;
- correction coefficient³: will be applied to your basic salary. Currently, the correction coefficient for Frankfurt is 103.4%. The correction coefficient is updated each year.

A number of allowances may be added to your pay depending on your individual family situation and place of origin such as:

- family benefits (household, dependent child, school allowances, etc.)
- entry into service, mobility and expatriation allowances (reimbursement of removal costs, expatriation allowance: 16% of basic salary or foreign allowance: 4% of basic salary, etc.)
- other benefits (annual travel, daily subsistence, etc.)
- end of service allowances (resettlement, etc.)

The [salary grids](#) for Contract Agents are shown with figures as gross amounts, and do not include potential allowances and the various deductions including taxes and accident and health insurance.

The grading of your contract of Contract Agent will take into account professional experience and qualifications.

5.5 Schools

Various educational levels are available through both public and private institutions in Frankfurt. A European school also operates in Frankfurt since 2002.

The European School offers quality education from nursery to the European Baccalaureate in a multicultural and multilingual environment.

In addition to the four language sections (German, English, French and Italian) of the early years, the Spanish section was opened in September 2018 in the nursery cycle and is now being gradually built up. For the students without a language section (SWALS), apart from Maltese all languages spoken in the member states of the EU are taught.

The European School Frankfurt is one of the most successful schools in the system of the European Schools. Motivated pupils, interested parents, committed teachers and efficient administrative staff contribute to the positive learning atmosphere and the continuing excellent final results of our high school graduates, which are recurring every year.

³ The correction coefficient is a specific weighting applied to your pay to offset the higher or lower costs of living compared with Brussels.

More information is available on the website of the European School: [Europäische Schule Frankfurt am Main - Home \(esffm.org\)](https://www.esffm.org)

5.6 Frankfurt

AMLA will be located in Frankfurt, one of Germany's most international cities. Currently, about 30 percent of Frankfurt's residents hold a foreign (non-German) passport. The city attracts residents with its quality of life, attested by the Economist's "Global Liveability Index" where it ranked number 7 globally in 2022. The city's safety and affordable housing costs provide the basis to the liveability, but the city offers much more.

Frankfurt boasts a vibrant social and cultural life, including museums, art galleries, 50 parks, two zoos, two opera houses, many theatres and great restaurants. Sports and nature enthusiasts will enjoy the range of options in and around the city. The well-established connectivity can bring you or your family into the surrounding nature or directly into the city centre. Also, Frankfurt Main Airport is the busiest airport in Germany, ranking 4th within the EU. This allows you to keep a connection with your family, friends and the place you consider home.

A specific tailor made one-stop-shop is also available for staff. It provides direct support to employees before and after their move to Frankfurt.

6. SELECTION PROCEDURE AND APPOINTMENT

The selection process will be organised in several consecutive stages:

Screening and shortlisting: After the deadline for online registration, the selection committee will check the submitted applications against the **eligibility and selection criteria** described in **Section 3 and 4**.

Upon completion of the initial assessment, the selection committee will establish a shortlist of the best candidates.

Assessment phase: The shortlisted candidates will be invited to the assessment phase, which will be organised remotely. This phase will be conducted in English.

The assessment phase involves an oral interview with the selection committee. However, a written examination may be requested in addition to the oral test if considered relevant.

The oral and potential written tests aim at testing the specific competencies and knowledge with reference to the **selection criteria** of the present vacancy notice.

Details of the date and time of the assessment will be communicated to the shortlisted candidates in due time.

Appointment and reserve list: Upon completion of the assessment phase, the selection committee will establish a draft reserve list of candidates best matching the needs of the Agency for the functions and tasks/responsibilities mentioned in this vacancy notice. This draft reserve list will be submitted to the ad interim Executive Director of AMLA for approval. The adopted reserve list will be valid until 31 December 2025. The validity of the reserve list may be extended by decision of the Executive Director of AMLA.

Prior to being offered a post, candidates might be required to undergo further evaluation by AMLA (e.g. including a further interview with the ad interim Executive Director).

Candidates should note that the inclusion in the reserve list does not imply any entitlement to employment at AMLA.

All candidates will be informed about the outcome of the procedure throughout the selection process. Recruitment is subject to budgetary availability.

Verification of documents and scrutiny

Prior to the assessment phase, the shortlisted candidates may be required to provide via email a copy of their documents proving their eligibility, mainly their academic diplomas and evidence of their professional experience clearly indicating the starting and finishing dates, the function(s) and the exact nature of the duties carried out.

Prior to the signature of the contract, the successful candidates may have to present original versions of documents proving the eligibility criteria and professional experience.

If, at any stage in the procedure, it is established that the information in an application has been knowingly falsified or is incorrect, the candidate will be disqualified from the selection process.

Failure to comply with the eligibility and essential selection criteria will result in the disqualification of the applicant concerned.

7. EQUAL OPPORTUNITIES

AMLA is an equal opportunity employer and strongly encourages applications from all candidates who fulfil the eligibility criteria and are interested in the position. It ensures that its recruitment procedures do not discriminate on the grounds of gender, colour, race, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, nationality, age, sexual orientation or gender identity.

8. CONDITIONS OF EMPLOYMENT

The decision on appointment and to offer a contract for Contract Agent pursuant to Article 3(a) of the CEOS will be taken by AMLA's ad interim Executive Director as the Authority Empowered to Conclude Contracts of Employment on the basis of the reserve list of most suitable candidates.

Before engaging a Contract Agent, the ad interim Executive Director will examine whether the candidate has any personal interest such as to impair his/her independence or any other conflict of interest. The candidate will inform the ad interim Executive Director, using a specific form of any actual or potential conflict of interest. If necessary, the ad interim Executive Director shall take any appropriate measures.

9. IMPORTANT INFORMATION FOR CANDIDATES

The place of employment is Frankfurt and residence within reasonable distance of Frankfurt's office will be required in accordance with the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union (Article 20). However, for initial recruitments occurring in autumn 2024, during the startup phase, some staff that would be recruited **in Belgium** may be requested to work in Brussels for a few months alongside the Task Force in charge of setting up the new Agency. This temporary arrangement (assignment) shall not exceed June 2025. While assigned in Brussels, [regular] missions to Frankfurt will be necessary.

10. HOW TO APPLY?

For application to be valid, candidates must submit the following documents in Word, PDF or similar:

- A complete and detailed curriculum vitae in English
- Fully completed application form in English

Applications must be sent by e-mail to the functional mailbox EU-AMLA-CA-2024-01@ec.europa.eu by 1 July 2024, 23h59 Frankfurt time.

Applications that are incomplete or sent after the deadline will not be taken into consideration.

No supporting documents (certified copies of degrees/diplomas, references, proof of experience) should be sent at this stage but you may be requested to submit them at a later stage of the procedure.

In order to facilitate the selection process, all communications to candidates concerning this selection will be in English.

After the submission of your application, you will receive an automated acknowledgement of receipt of your application.

11. REQUEST FOR REVIEW AND APPEAL PROCEDURE

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within three months from the date of notification to the following address:

Anti-Money Laundering Authority
For the attention of the ad interim Executive Director, Mr Olivier SALLES
Rue de Spa 2
B-1049 Bruxelles
BELGIQUE

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may request judicial review of the act. The appeal must be lodged within three months from the date of notification to the following address:

[Court of Justice of the European Union](#)
Registry of the Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg
LUXEMBOURG

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint about maladministration pursuant to Article 228(1) of the Treaty of the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based on, to the following address:

[European Ombudsman](#)
1 Avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex
FRANCE

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union. Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

12. DATA PROTECTION

Candidates' personal data are processed as required by the Regulation (EU) No 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. This applies in particular to the confidentiality and security of such data. For more information, please check the data protection notice on https://finance.ec.europa.eu/financial-crime/aml/working-aml_en.