

IT Quality Management Officer

Unit: Digital Transformation Services

Reference: ECDC/AD/2021/DTS-ITQM

Applications are invited for the above Temporary Agent post at the European Centre for Disease Prevention and Control (ECDC).

Job description

ECDC plans to recruit one person for the above-mentioned vacancy. ECDC also aims to establish a reserve list, which may be used for any future vacancies in the area.

As IT Quality Management Officer, the job holder will bring first-class expertise and leadership in IT quality management, continuous service improvement and software quality control. The jobholder will report to the Head of Section Digital Governance, Digital Transformation Services (DTS) Unit.

The jobholder will be responsible in particular for the following areas of work:

- Define and implement IT Quality assurance and control framework to ensure that the newly developed and existing IT products and services are of highest quality;
- Perform procurement and contract management within the area of IT quality assurance and quality management;
- Propose and manage the DTS Quality work program, monitor and coordinate the planned activities;
- Manage the continual service improvement (CSI) within the DTS Unit;
- Support the design and maintain the internal processes and related templates in line with the ECDC quality policies and standards;
- Monitor, control and report the KPI's for DTS Unit's processes, procedures and IT products;
- Communicate and promote quality initiatives, policies and standards within the DTS Unit. Contribute as necessary to the implementation of the ECDC Quality Management System (ISO 9001) and represent the DTS Unit in related steering groups;

- Define and direct the implementation of test strategies and frameworks. Provide oversight for site (SAT) and user acceptance tests (UAT) to ensure planning and completion of testing activities in an efficient and timely manner;
- Conduct other tasks/missions as assigned or needed to achieve objectives and according to areas of responsibility.

Qualifications and experiences required

A. Formal requirements

In order to be an eligible candidate you need to fulfil a set of formal requirements. These requirements are:

- A level of education which corresponds to completed university studies of at least 3 years attested by a diploma¹
- Thorough knowledge of one of the official EU languages and a satisfactory knowledge of another official EU language to the extent necessary for the performance of his/her duties²;
- Nationality of one of the EU Member States or of Norway, Iceland or Liechtenstein;
- To be entitled to his or her full rights as a citizen³;
- To have fulfilled any obligations imposed by the applicable laws on military service;
- Meet the character requirements for the duties involved; and
- Be physically fit to perform the duties linked to the post.

B. Selection criteria

To qualify for this post we have identified essential criteria with regard to professional experience and personal characteristics/interpersonal skills. These are:

Professional experience/knowledge:

- At least 5 years professional experience (following the award of the diploma), of which at least 3 years' experience acquired in positions relevant to the job description;
- Proven experience in implementing and/or auditing quality management systems (ISO or similar);
- Experience in optimising Software Development Life Cycle for large and complex IT projects / programs with multiple stakeholders, vendors, ideally following DevSecOps approach;
- Certification in ISO 9001 or Lean Six Sigma or Certified Quality Manager (CQM) or Certified Software Quality Manager (CSQM) or Certified Quality Auditor (CQA) or Certified Software Quality Analyst (CSQA) or equivalent certification in Quality management;

¹ Only diplomas and certificates that have been awarded in EU member states or that are the subject of equivalence certificates issued by authorities in the said Member States shall be taken into consideration

² Candidates with a non-official EU language or English as their mother tongue must provide proof of their level of a second language with a certificate (B1 or more).

In addition, in order to be eligible for a promotion through an annual promotion exercise the staff members have to have a working knowledge of a third EU language, as described in the applicable Staff Regulations and Implementing Rules.

³ Prior to the appointment, the successful candidate will be asked to provide a certificate from the police file to the effect of non-existing criminal record.

- Excellent command of English, both written and spoken.

Personal characteristics/interpersonal skills:

- Results oriented and service minded;
- Ability to work collaboratively and build strong working relationships;
- Committed to continuous learning and keeping abreast of developments within the field of expertise;
- Excellent analytical skills and ability to find structure and relevance in large quantities of information/ data;
- Excellent communication skills and the ability to communicate appropriately at all levels of the organization, this includes written and verbal communications as well as visualizations.

Depending on the number of applications received, the selection committee may apply stricter requirements within the aforementioned selection criteria.

Equal Opportunities

ECDC is an equal opportunities employer and encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction on grounds of age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities.

Women are currently under-represented in this business area. Therefore, women are encouraged to apply.

Appointment and conditions of employment

The jobholder will be appointed on the basis of a shortlist proposed by the Selection Committee to the Director. This vacancy notice is the basis for the establishment of the Selection Committee's proposal. Candidates will be requested to undergo written tests. Candidates should note that the proposal may be made public and that inclusion in the shortlist does not guarantee recruitment. The shortlist of candidates will be established following an open selection process.

The successful candidate will be recruited as a Temporary Agent, pursuant to article 2f) of the Conditions of Employment of Other Servants of the European Union, for a period of five years which may be renewed. The appointment will be in grade **AD 5**.

Applicants should note the requirement under the EU staff regulations for all new staff to successfully complete a probationary period of nine months.

For any further information on contractual and working conditions, please refer to the Conditions of Employment of Other Servants of the European Communities, which are available at the following link:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A01962R0031-20140501>

The place of employment will be Stockholm, where the Centre has its activities.

Reserve list

A reserve list may be created and used for recruitment, should similar vacancies arise. It will be valid until 31 December of the same year as the application deadline and may be extended.

Application procedure

To apply please send a completed application to Recruitment@ecdc.europa.eu clearly indicating the vacancy reference and your family name in the subject line of the email.

For your application to be valid you must complete all required sections of the application form, which should be submitted in Word or PDF format and preferably in English⁴. Any incomplete applications will be considered invalid.

The ECDC application form can be found on our website here:

<https://ecdc.europa.eu/en/about-us/work-us/recruitment-process>

The closing date for the submission of applications is on 19 January 2022 at 23:59 Stockholm time. Further information regarding the status of this selection procedure, as well as important information regarding the recruitment process, is noted on our website and can be found using the above link.

Due to the large volume of applications received, only candidates selected for interviews will be notified.

⁴ This vacancy notice has been translated into all official EU languages from its English original. As the language of day-to-day operations in the Agency is generally English, ECDC prefers to receive the application in English.