

## Systems and Networks Engineer (Contract Agent Function Group IV)

CERT for the European Union Institutions, Bodies and Agencies

2021-05-10

### Description of organization & role

The CERT for the European Union institutions, bodies and agencies (CERT-EU) is looking to hire an IT Systems and Networks Engineer to join its élite IT Operations team.

CERT-EU's mission is to act as the cybersecurity information exchange and incident response coordination hub for over 80 constituents spread across the European Union. It is a respected member of the cybersecurity community, working closely with national and governmental CERTs/CSIRTs, other international organisations like NATO and a wide range of industry partners.

The primary purpose of this role is the enlargement of CERT-EU's IT Operations team. The person we are looking for will participate in the IT Operations projects and have a flexible mindset, with the will to take the lead on some of key projects as well support a highly technical group of IT experts in an international and collaborative environment.

### Main Responsibilities

As a member of the IT Operations team, the selected candidate will:

- Ensure the availability and service quality of the CERT-EU infrastructure;
- Perform necessary systems and networks administration tasks on CERT-EU networks and servers, keeping software and configurations of said equipment up-to-date;
- Manage the internal Helpdesk (manage specialised ITSM software, handle incoming requests, perform needed diagnostics and provide technical assistance);
- Liaise with other teams as needed to contribute to the design and implementation of security policies and network protection;
- Analysis incoming logs from network devices, assess the anomalies and triggering alerts when relevant;
- Help junior staff/trainees in the team to develop their skills through mentoring

### Essential qualifications, skills and experience

Graduate positions (such as the CA function group IV) require at least that you have completed university education (of three years).

The successful candidate has worked for at least 3 years as a Systems and Networks Engineer and has a very good knowledge of:

- TCP/IP version 4 networking;
- Windows server and client installation, configuration, maintenance and security-related settings in an enterprise Active Directory environment (Group Policies, Sysmon, LAPS, Application whitelisting);
- Linux server installation, configuration and maintenance (such as LAMP stacks) in a production environment;
- Configuration and administration of firewall devices;
- Knowledge of virtualization platform management, such as Microsoft Hyper-V or VMware ESXi.

The candidate should also demonstrate the following skills:

- High level of customer-orientation and willingness to remain aware of customers' needs;
- Strong analytical and problem solving skills including the ability to deal with a large amount of information in a limited time;
- Ability to establish and maintain effective working relations with co-workers in an international and multi-disciplinary work environment;
- High degree of commitment and flexibility;
- Excellent communication skills in English, both orally and writing.

The candidate must hold a security clearance at EU SECRET level or be in a position to be security cleared.

### Desirable qualifications, skills and experience

The ideal candidate will possess some, or all, of the following:

- Strong scripting skills (PowerShell, UNIX shells) and/or knowledge of a programming language;
- Database engine and query language;
- Official certification in Microsoft operating systems and technologies;
- Official certification related to TCP/IP networking;
- Official certification in service management (e.g. ITIL);
- Official certification related to virtualization platforms;
- Experience in delivering trainings or presenting technical solutions outside one's team.