EBA/2014/06/OPS/SER/RT (Lot 1)

20 August 2014

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| Pre-Qualification Questionnaire (PQQ) for European Banking Authority (EBA) Reference Number: EBA/2014/06/OPS/SER/RT (Lot 1) |
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1. Profiles for LOT 1 Interim Staff for IT

The following profiles are required for LOT 1:

* IT Project Manager
* IT Project Assistant
* Functional/Business Analyst
* IT Systems Expert
* Software Engineer (General Profile)
* Software Engineer (Java)
* Software Engineer (Oracle)
* Software Engineer (SharePoint)
* IT Security Expert
* IT Architect
* Business Intelligence/Data Warehouse Expert
* XBRL Expert

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| *Profile: IT* **Project Manager** | LOT-1 |
| **Tasks and responsibilities:**   * In close co-operation with the EBA / EIOPA project manager, the Project Manager defines and plans the project deliverables and estimates the resources necessary to meet the goals. * He/she ensures the delivery by the project team of the agreed deliverables on time, in the agreed quality and within the approved budget. * He/she ensures that the relevant manager or group receives appropriate information and provides early warnings on critical issues, supporting the responsible staff in applying project risk management methodology. He/she elaborates proposals and advises on how issues critical to the success of the project could be resolved. * Maintains the project plan, managing parts of it and revising it as appropriate to meet changing needs in terms of scope and requirements. * Monitors and reports on timeline issues arising in the project to the relevant stakeholders with a particular focus on project dependencies and milestones on the critical path. * Acts as primary point of contact as concerns enquires on project management related issues and liaising with relevant stakeholders on an ongoing basis. * Supports relevant staff in assessing whether project deliverables meet specified acceptance criteria, and assists the project team coordinating their activities. | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science or business administration or * Formal qualification in computer studies or proven ability to perform the tasks commensurate with such a formal qualification or ability to perform the tasks commensurate with such a formal academic qualification. * Formal qualification in project management (e.g. PMI, PRINCE2) | |
| **Knowledge and skills:**   * Proven experience with defined project management methodology as well as planning estimation, budget management, performance monitoring, quality assurance and risk analysis. * Proven experience and broad IT background in the areas relevant to the specific IT projects: * Understanding of business requirements in the areas of financial markets and statistics * Good understanding of project management methodology. * Good knowledge of MS Project and MS Office, in particular Word, Excel and PowerPoint. * Proven ability to generate a range of practicable and innovative solutions and to assess the implications of these solutions. * Strong interpersonal skills, including excellent communication, negotiation and conflict resolution skills, self-motivation and coordination ability. * Strong analytical and planning skills. | |

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| *Profile:* **IT Project Assistant** | LOT-1 |
| **Tasks and Responsibilities**   * In cooperation with the Project Manager, the Project Assistant contributes to the project documentation (documentation filing structure, proof reading of main documents) and the project planning. * Supports the IT Team across multiple projects in the IT work plan. * Performance of general administration and specific tasks for the projects (e.g. reporting, communication coordination, etc.). * The specific tasks assigned to this duty mainly comprise the preparation of various types of formal project-related documents, such as status reports, letters and memos, approval requests and the review and tracking of project-related documents. * Assemble, collate, distribute and archive project information and provide this information on request; update project information and documents and maintain the project records. This include preparation and follow-up of project related documents, like project plans, status reports, letters and memos, tracking of deliverables and approvals, etc; * Administer project related communication, sometimes acting as focal point for the projects, using any kind of communication tool required for the project (e.g. email, documents, wiki pages) ensuring an efficient communication flow within and outside the project. * Ensure the proper setup and follow up of project related meetings (e.g. summarising of feedback for documents and minutes; tracking of project activities and actions). | |
| **Education and qualifications:**   * Formal commercial / vocational qualification or formal qualifications in business studies, administration or another relevant subject; * Familiar with IT and project terminology and good understanding of IT processes and environment. * Knowledge of project management and experience with methodology and project documentation as well as planning tool (knowledge of MS Project) and writing skills. | |
| **Knowledge and skills:**   * Demonstrable experience in assisting and supporting project management in an international, multi-stakeholder environment as described in the tasks above; * Demonstrable experience in the independent preparation of meetings and taking minutes and coordinating administrative activities, as well as preparing administrative documents as described above; * Experience in commitment entry and budget monitoring; * Knowledge of project management basic terminology and related processes would be an asset; * Previous experience in contract and/or license management would be an asset; * Very good knowledge of MS Office (Word, Access, PowerPoint, Excel and Outlook. Experience using Microsoft Project would be an advantage); | |

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| *Profile:***Functional/Business Analyst** | LOT-1 |
| **Tasks and Responsibilities:**   * The business analyst supports the users in analysing the user requirements. * Ensures that the IT solution meets the user requirements and complies with existing IT principles and policies. * Establish functional specifications and data modelling, co-ordinates user acceptance testing and supports the drafting of the business area’s related documentation. * Assist the project manager in planning activities; * Organises workshops and co-ordination of project stakeholders, taking into account the data and information required for this activity and the project schedule based on user-requirements; * Formulates Service Management procedures and Service Level requirements based on end-user input; * Develops business cases and approaches/methodologies to the analysis work; * Performing requirement engineering activities based on formal techniques and methods (analysing, capturing and managing requirements). * Modelling of business processes; * Test according to business specifications | |
| **Education and qualifications:**   * University degree (BSc) in computer science, computer engineering or business administration or proven ability to perform the tasks commensurate with such a formal academic qualification * Professional qualifications in business analysis | |
| **Knowledge and skills:**   * Excellent knowledge in defining and documenting user requirements, both functional and non-functional; * Knowledge in requirement engineering activities based on formal techniques and methods (comprising the analysis, capture and management of requirements); * Experience in applying test methodologies * Excellent analytical skills and a problem-solving orientation; * Knowledge of IT Service Management processes and best practice (such as ITIL), in particular in the areas of service level management; * Very good command of English with proven drafting ability; * Excellent knowledge in using Microsoft applications, including: Word, Excel, Power Point, Visio. * Strong interpersonal skills, customer orientation, self-motivation, and the ability to work in a small team are very important | |

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| *Profile:*  **IT Systems Expert** | LOT-1 |
| **Tasks and Responsibilities**   * Contribute to the technical design, drafts technical specifications of IT systems for Operating system environments * Participate in the definition of concepts and design of complex systems and infrastructure including high availability solutions * Participate in the design of security policies to the Windows environment * Co-ordination of the development and integration of IT systems from such as preparation, integration, acceptance and rollout to production systems * Maintain the standard desktop image of the ESA * Develop, test and deploy desktop application packages * Incident and problem management for the server and desktop environment * Produce technical documentation | |
| **Education and qualifications:**   * Advanced university degree in Computer Engineering, Computer Science or Physics or proven ability to perform the tasks commensurate with such a formal academic qualification | |
| **Knowledge and skills:**   * Excellent knowledge and experience of Windows environments (server and desktop environments) or * Excellent knowledge of desktop software provisioning tools and methodologies in a Microsoft Windows environment or * Excellent knowledge and experience of a Unix or Linux based server systems and environments * Good analytical skills and a problem-solving orientation * Strong interpersonal skills, self-motivation and the ability to work in a team are very important. * Very good command of English with proven drafting ability | |

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| *Profile:* **Software Engineer (General Profile)** | LOT-1 |
| **Tasks and Responsibilities**   * Develop, integrates, tests and documents application software modules implemented with a specific programming language to meet agreed business specifications. * Performs technical testing and prepares the relevant technical documentation. * Investigate, diagnose and resolve bugs and incidents of applications developed in the mentioned technology | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline, or a level commensurate to the tasks or proven ability to perform the tasks commensurate with such a formal academic qualification | |
| **Knowledge and skills:**   * Proven experience in application development in a related technology, * Knowledge of developing applications in 3-tier architecture. * Knowledge of SQL and knowledge of at least one of the following programming languages C++, VBA and PL/SQL * Knowledge of current PC technology, client/server architecture and 3-tier architecture would be an advantage * Good analytical skills and a problem-solving orientation * Strong interpersonal skills, self-motivation and the ability to work in a team are very important. * Very good command of English with proven drafting ability | |

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| *Profile:* **Software Engineer (Java)** | LOT-1 |
| **Tasks and Responsibilities**   * Develop, integrates, tests and documents application software modules implemented in Java or Backend system in Oracle to meet agreed business specifications. * Performs technical testing and prepares the relevant technical documentation. * Investigate, diagnose and resolve bugs and incidents of applications developed in the mentioned technology | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline, or a level commensurate to the tasks or proven ability to perform the tasks commensurate with such a formal academic qualification | |
| **Knowledge and skills:**   * Proven experience and expert knowledge in application development in Java with Oracle Weblogic, * Knowledge of developing applications based on .NET, ASP, CSS, XML, XSLT * Knowledge of SQL and knowledge of at least one of the following programming languages C++ and PL/SQL * Knowledge of current PC technology or Linux Red Hat, client/server architecture and 3-tier architecture would be an advantage * Good analytical skills and a problem-solving orientation * Strong interpersonal skills, self-motivation and the ability to work in a team are very important. * Very good command of English with proven drafting ability | |

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| *Profile:* **Software Engineer (Oracle)** | LOT-1 |
| **Tasks and Responsibilities**   * Develop, integrates, tests and documents application software modules implemented in PLSQL on Backend system in Oracle to meet agreed business specifications. * Performs technical testing and prepares the relevant technical documentation. * Investigate, diagnose and resolve bugs and incidents of applications developed in the mentioned technology | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline, or a level commensurate to the tasks or proven ability to perform the tasks commensurate with such a formal academic qualification | |
| **Knowledge and skills:**   * Proven experience and expert knowledge in application development in PLSQL with Oracle RDBMS, * Knowledge of developing applications based on CSS, XML, XSLT or XBRL * Knowledge of SQL and knowledge of at least one of the following programming languages C++ and Java * Knowledge and experience as Oracle RDBMS administrator * Knowledge of current PC technology or Linux Red Hat, client/server architecture and 3-tier architecture would be an advantage * Good analytical skills and a problem-solving orientation * Strong interpersonal skills, self-motivation and the ability to work in a team are very important. * Very good command of English with proven drafting ability | |

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| *Profile:* **Software Engineer (SharePoint)** | LOT-1 |
| **Tasks and Responsibilities**   * Develop, integrates, tests and documents application software modules implemented in SharePoint to meet agreed business specifications. * Performs technical testing and prepares the relevant technical documentation. * Investigate, diagnose and resolve bugs and incidents of applications developed in the mentioned technology | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline, or a level commensurate to the tasks or proven ability to perform the tasks commensurate with such a formal academic qualification | |
| **Knowledge and skills:**   * Proven experience and expert knowledge in application development in SharePoint from Microsoft, * Knowledge of developing applications based on .NET, ASP, CSS, XML, XSLT * Knowledge of SQL and knowledge of MS-SQL server is a must. * Knowledge of current PC technology or Linux Red Hat, client/server architecture and 3-tier architecture would be an advantage * Good analytical skills and a problem-solving orientation * Strong interpersonal skills, self-motivation and the ability to work in a team are very important. * Very good command of English with proven drafting ability | |

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| *Profile:* **IT Security Expert** |
| **Tasks and Responsibilities**   * Contribute to establish and enhance the IT Security policy * Defines the security requirements for projects in line with the security policies and methodologies * Works closely with the Business Analyst and IT Architect in designing IT solutions that meet business requirement. * Participates in writing functional and technical specifications for security related topics * Performs security assessments and penetration tests, identifies security measures and informs the Project Manager and the system owners of any remaining risks prior to the live operation of the IT system or application * Work with peer colleagues and users to collect requirements, analyse and evaluate proposals, conduct negotiations and implement specifications according to defined architectural standards. | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline * Professional certification in IS security (CISSP, CISA, ISO 27001). * Technical IS Security certifications (GIAC, OCSP, CEH) | |
| **Knowledge and skills:**   * Experience in application development and database security, OS security, network security. Strong knowledge of state-of-the-art security techniques and methods such as internet security tools, IDS, PKI and encryption. * Ability to perform penetration testing would be an advantage * Strong knowledge of state-of-the-art IT methodologies and tools, * proven ability in translating technological issues in a business context * deep experience in documenting and writing technical and business papers * Identifying technical solutions for business requirements. * Experience in team/group facilitation, project management and training would be an advantage * Very good analytical skills. * Ability to work under pressure and to deliver to agreed deadlines. * Proven ability to generate a range of possible, also innovative, solutions and to assess the implications of these solutions. * Good interpersonal skills, in particular communication and negotiation skills, and the ability to work in a team and co-ordinate own activities with others. * Very good command of English with proven drafting ability. | |

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| *Profile:* **IT Architect** | LOT-1 |
| **Tasks and Responsibilities**   * Contributes to establish and enhance the IT architecture; * Designing IT solutions that meet business requirements in line with the IT architectural principles; * Participating in writing functional and technical specifications of applications or data * Participating in writing technical documentation for tender procedures * Working with peer colleagues and users to collect requirements, analyse and evaluate proposals, conduct negotiations and implement specifications according to defined architectural standards. | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline or * Professional experience and qualification in IT architecture methodologies | |
| **Knowledge and skills:**   * Strong knowledge of state-of-the-art IT methodologies and tools, * proven ability in translating technological issues in a business context * Identifying technical solutions for business requirements. * Experience in team/group facilitation, project management and training would be an advantage * Very good analytical skills. * Ability to work under pressure and to deliver to agreed deadlines. * Proven ability to generate a range of possible, also innovative, solutions and to assess the implications of these solutions. * Good interpersonal skills, in particular communication and negotiation skills, and the ability to work in a team and co-ordinate own activities with others. * Very good command of English with proven drafting ability. | |

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| *Profile:* **Business Intelligence/Data Warehouse Expert** | LOT-1 |
| **Tasks and Responsibilities**   * Participate in IT projects for the development of IT application services from design to rollout of reports and universes. * Drafts technical specifications in line with the architectural design * Develops solutions in line with the technical specifications, integrates systems and interfaces, * Performs technical testing and prepares the relevant technical documentation. * Supports end during acceptance tests * Investigate, diagnose and resolve defects during operations. * Develop appropriate scripts and procedures for the databases and universes. * Review and implement security policies to the databases, ensuring data consistency and integrity * Develop a working knowledge of business processes implemented in the data warehouse | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline. | |
| **Knowledge and skills:**   * Knowledge of Data warehouse/OLAP concepts and of Dimensional Modelling, as well as of the use of common RDBMS at the database design and development level. Exposure to complex dimensional data models * Experience in reporting using common reporting tool, and data model analysis * Expert knowledge of SAS * Proven ability in the logical and physical design of relational databases. * Proven experience in the specification of performance tuning, administration and security requirements. * Good knowledge of SQL, PL/SQL, Stored procedure programming and shell scripting. * Good analytical skills and a problem-solving orientation * Strong interpersonal skills, self-motivation and the ability to work in a team are very important. * Very good command of English with proven drafting ability | |

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| *Profile:* **XBRL Expert** | LOT-1 |
| **Tasks and Responsibilities**   * Develop XBRL Taxonomy with existing tools on the market * Develop DPM (Data Point Models) according to ESAs standards * Consult business user and IT in XBRL technologies * Consult and develop documentation and standards for XBRL * Test and perform quality control for DPM and Taxonomies * Investigate, diagnose and resolve bugs and incidents of Taxonomies in XBRL | |
| **Education and qualifications:**   * University or college degree in computer engineering, computer science, physics or mathematics or a related discipline, or a level commensurate to the tasks or proven ability to perform the tasks commensurate with such a formal academic qualification | |
| **Knowledge and skills:**   * Proven experience in XBRL * Knowledge of developing Taxonomies and DPM * Knowledge of business topics in relation to the supervisors roles * Knowledge of integration of taxonomies in existing standard third party XBRL software * Good analytical skills and a problem-solving orientation * Strong interpersonal skills, self-motivation and the ability to work in a team are very important. * Very good command of English with proven drafting ability | |

\*\*\*\* End of Annex III \*\*\*\*