

This application form is specifically created only for this selection procedure. It shall be:

- Downloaded and opened in a PDF reader in a MS Windows equipped computer** – the recommended version is the Adobe Acrobat Reader DC (version 2017.009.20044. You may download this free version here: <https://get.adobe.com/uk/reader/>). Opening the file and working only in a browser or in MacOS is not supported and such an application might be refused by the automated processing system.
- The form is **digitally signed and protected against any manipulation or changes**. Therefore, applicants shall **not try to manipulate and/or alter it** – in such a case the digital signature will disappear and the application form will become invalid for subsequent processing resulting in an automatic rejection of such a submission.
- Filled in electronically** in English language.
- Fields, where you may enter your input, are highlighted in light blue colour**. Fields marked with an asterisk (*) indicate a required input.
- When entering dates, **the only accepted format is DD/MM/YYYY** (if you use different format, e.g. DD-MM-YYYY or DD.MM.YYYY, the automatic calculation fields may not display the calculations correctly).
- You should be concise – **the space for your input is limited by the size of the text boxes**.
- In case you have technical issues with filling/saving this form, you may write to us at jobs@frontex.europa.eu.

FRONTEX APPLICATION FORM - RCT-2018-00058

MY PERSONAL DATA

| | | | |
|---|--|---------------------------|----------------------|
| 1. First (given) name* | <input type="text"/> | 2. Surname (family name)* | <input type="text"/> |
| 3. Gender* | <input type="text"/> | 4. Date of birth* | <input type="text"/> |
| 5. Address (street / number / post office code / city / country)* | <input type="text"/> | | |
| 6. Telephone number (including int'l prefix)* | <input type="text"/> | | |
| 7. E-mail address (to be used for communication)* | <input type="text"/> <p>Make sure that this e-mail address is correctly entered and frequently monitored by you as it will be used by Frontex to communicate with you regarding your application.</p> | | |

THE POST / POSITION I AM APPLYING FOR IN FRONTEX

| 8. Position / Business title | Contract type | Function group and grade | Please mark your choice(s)* |
|---|------------------------|--|-----------------------------|
| Incident and Service Request Manager | Temporary staff | AST4 (external selection) | <input type="checkbox"/> |
| | | <i>I am already an EU temporary staff 2(f) interested in inter-agency mobility</i> | <input type="checkbox"/> |
| | | <i>I am already a Frontex temporary staff 2(f) interested in internal mobility</i> | <input type="checkbox"/> |

INFORMATION AND DECLARATIONS ON MEETING THE ELIGIBILITY CRITERIA (CHECKLIST)

| | | |
|-----|--|--------------------------|
| 9. | Currently, I possess a citizenship of the following one of the Member States of the European Union or one of the Schengen Associated Countries (primary citizenship) | <input type="checkbox"/> |
| 10. | Currently, I possess a second citizenship of the following country | <input type="checkbox"/> |
| 11. | Currently, I am enjoying full rights as a citizen of the following one of the Member States of the European Union or one of the Schengen Associated Countries | <input type="checkbox"/> |
| 12. | In regards to the compulsory military service I have fulfilled all the obligations imposed by the laws of the following one of the Member States of the European Union or one of the Schengen Associated Countries | <input type="checkbox"/> |
| 13. | I possess a thorough knowledge of the following language of the EU (my main EU language) | <input type="checkbox"/> |
| 14. | I possess a satisfactory knowledge of another language of EU to the extent necessary for the performance of duties | <input type="checkbox"/> |

INFORMATION AND DECLARATIONS ON MEETING THE MINIMUM PROFESSIONAL EXPERIENCE CRITERION

Starting with your present or last post / position, list in retrospective order some details of your previous and/or current work experience longer than 3 months which you deem are the most relevant for the post you are applying for and which prove that you possess the required length of professional experience after your university diploma. In case you wish to list additional work experience you may add additional information on your other work experience in Annex II at the end of the application form. In case you are or you were working for an EU institution or body you should also mention your contract type and the respective grade.

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|---|---|----------------|-------------------------|-----------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 15.a | | % | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |
| <p><i>Only for current EU temporary staff 2(f) interested in internal or inter-agency mobility as provided for in Article 55 of the CEOS - please check the Vacancy Notice for your eligibility. My current grade is:</i></p> | | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|-------------------------|-----------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 15.b | | % | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|-------------------------|-----------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 15.c | | % | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|-------------------------|-----------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 15.d | | % | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|-------------------------|-----------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 15.e | | % | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|-------------------------|-----------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 15.f | | % | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

In case you were required to serve the compulsory military service as imposed by the laws of an EU Member State or one of the Schengen Associated Countries you may list it here

| | Compulsory military service (list the name, city and country of the military unit) | % of full time | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | Calculated length |
|-----|---|----------------|----------------------------|--------------------------|-------------------|
| 16. | | % | | | |

MEETING THE PROFESSIONAL SELECTION CRITERIA

This section provides you with an opportunity to clearly explain how well you meet or exceed the professional requirements (selection criteria published in the section 4.2.1 of the Vacancy Notice) mainly for the purpose of assessment of your suitability for the post during the application screening. Use real examples / tasks you have performed / goals achieved and quantification wherever possible. You should be concise – the space for your input is limited by the size of the text boxes below.

| | | |
|-----|--|--|
| 17. | <p>1. At least 1 year of professional experience in the 1st/2nd line support;</p> <p>Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 200px; width: 100%;"></div> | |
| 17. | <p>2. At least 2 years of professional experience in the IT Incident/Service Request Manager or similar role;</p> <p>Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 200px; width: 100%;"></div> | |
| 17. | <p>3. Practical knowledge of service management and ITIL Service Operation;</p> <p>Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 200px; width: 100%;"></div> | |

| | | |
|-----|---|--|
| 17. | <p>4. Practical knowledge and hands-on experience supporting Microsoft based environment;</p> <p>Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 200px; width: 100%;"></div> | |
| 17. | <p>5. Practical knowledge and understanding of TCP/IP network protocols;</p> <p>Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 200px; width: 100%;"></div> | |
| 17. | <p>6. Practical experience in reporting compliance with Service Level Agreements and Key Performance Indicators;</p> <p>Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 200px; width: 100%;"></div> | |

| | | |
|-----|---|--|
| 17. | <p>7. Certifications: ITIL Foundation certificate or any higher;</p> <p style="color: red;">Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 100px; width: 100%;"></div> | |
| 17. | <p>8. Certifications: any Microsoft certificate.</p> <p style="color: red;">Explain in more detail how you meet or exceed this professional requirement (max. 900 characters):</p> <div style="background-color: #e0e0e0; height: 100px; width: 100%;"></div> | |

KNOWLEDGE OF EU LANGUAGES

You may mention knowledge of non-EU languages in point 20. [Please use the self-assessment grid available as a link here.](#)

| 18. | EU Language* | My level of language proficiency* |
|-----|--------------|-----------------------------------|
| | | |
| | | |
| | | |
| | | |

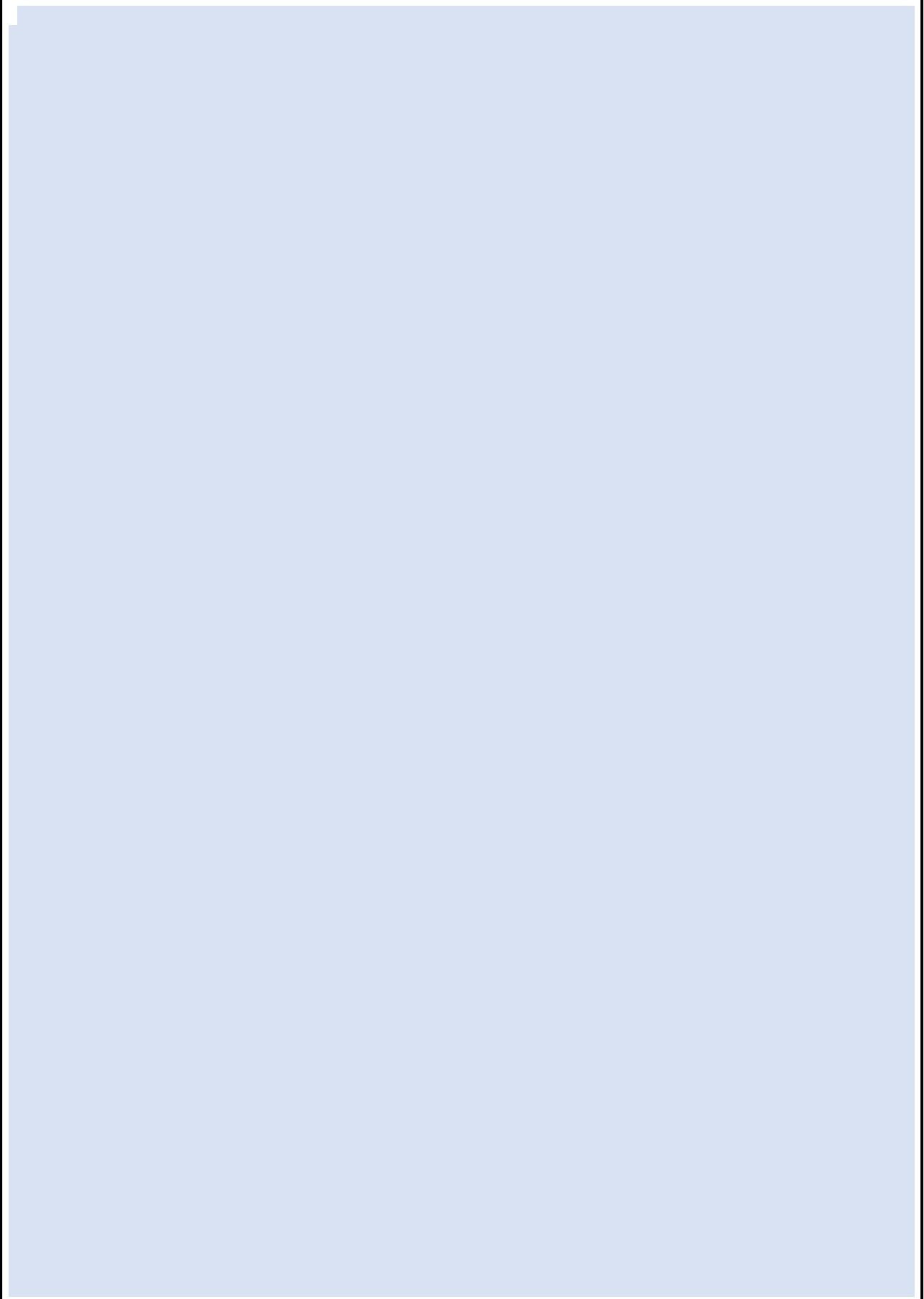
REFERENCES

This section gives you an opportunity to provide us with the names and contact details of up to three most recent professional-reference persons - not relatives, preferably your direct superiors - who may be later on contacted by Frontex to provide professional reference on you and / or to confirm statements made by you.

| 19. Persons to provide professional reference on my skills, competences, achievements and conduct | | |
|---|---------------------|--|
| a | Name and surname | |
| | Relation / position | |
| | E-mail contact | |
| | Phone number | |
| b | Name and surname | |
| | Relation / position | |
| | E-mail contact | |
| | Phone number | |
| c | Name and surname | |
| | Relation / position | |
| | E-mail contact | |
| | Phone number | |

20. MOTIVATION LETTER*

This page provides you with an opportunity to explain your application (why do you think you fit the post / position) by any additional information not mentioned in previous sections. The space for your input is limited by the size of the text box below (and by about 6000 characters).



| |
|--|
| 21. My availability date (or the notice period required by my employer) |
| |
| 22. Have you ever applied for any other Frontex post? If yes, please indicate for which one. |
| |
| 23. Have you ever been security cleared for an access to classified information? If yes, please indicate when, to which level and the validity of the clearance. |
| |
| 24. Where did you find the information about the post / position you are applying for? |
| |
| Additional information |
| |

Please do not submit your application to Frontex unless you have fully read and understood the information contained in the Vacancy Notice and you have assured that the data you have entered in this application are correct.

- **ONCE YOU COMPLETE AND VERIFY YOUR APPLICATION DO NOT SIGN OR SCAN THIS APPLICATION FORM.**
- **SAVE IT IN A PDF FILE (INDICATING YOUR SURNAME IN THE NAME OF THE FILE) AND**
- **SUBMIT IT TO FRONTEX (preferably well before the deadline for submission of applications) BY UPLOADING IT TO THIS URL LINK: <https://microsite.frontex.europa.eu/en/recruitments/RCT-2018-00058>**

BY SUBMITTING YOUR APPLICATION YOU ARE DEEMED TO HAVE MADE THE FOLLOWING DECLARATIONS

| |
|---|
| 25. I declare that all the information provided above and in Annexes I and II by me are, to the best of my knowledge, true, correct and complete on the date of the submission of my application. |
| I further declare that: |
| <ul style="list-style-type: none"> • I am currently a national of a member state of the European Union or a Schengen Associated Country. • I undertake to submit, as soon as requested by Frontex, any documents in support of the above statements and declarations. • I am fully aware that any false or incorrect statement or omission, even if unintended on my part, may lead to my lower scoring during the evaluation, refusal or non-eligibility of my application or may render my employment with Frontex liable to a termination. • I am willing to undergo the prescribed medical examination prior to an engagement and to provide a sworn affidavit to the effect that I have no criminal record. • I am aware that candidates put in a reserve list may, eventually, be offered a vacant post or position of a similar profile (and of the same function group and grade). |
| Finally, if engaged by Frontex, I declare my readiness and commitment to act independently in the interest of Frontex and to immediately report to Frontex any interests that might be considered prejudicial to my independence. |

Candidates who will, in the course of the selection procedure, attend tests (or interviews) will be required to submit documents and certificates related to this application and will be required to sign this application form.

ANNEX I

INFORMATION AND DECLARATIONS ON MEETING THE MINIMUM LEVEL OF EDUCATION

In case you have obtained more diplomas in the same level of education please always enter here only the earliest diploma you have obtained in that level. You may add additional information on your other studies right after this section in Annex I.

| | | | | |
|-----|---|--|------------------------|--|
| 26. | I possess the following level of education which corresponds to <u>completed secondary education attested by a diploma</u> as follows (the first diploma obtained): | | | |
| | Studied from | | Final date of diploma* | |
| | Diploma title (in English)* | | | |
| | Principal subjects | | | |
| | Name of the school * | | | |
| | From an EU Member State | | From another country | |
| 27. | <p>Only for external applicants: I declare to possess (as of the closing date for submission of applications) at least 6 years of proven full-time <u>professional experience after the final date of my education diploma</u> stated above. <u>This professional experience must be clearly declared in this application form.</u>*</p> | | | |

Additional information on my other studies

| | | | | |
|-----|--|--|----------------------|--|
| 28. | I have completed <u>additional post-secondary education</u> attested by a diploma as follows | | | |
| | Diploma type | | Diploma awarded on | |
| | Name of the school / university, city | | | |
| | From an EU Member State | | From another country | |
| 28. | I have completed <u>additional post-secondary education</u> attested by a diploma as follows | | | |
| | Diploma type | | Diploma awarded on | |
| | Name of the school / university, city | | | |
| | From an EU Member State | | From another country | |

I have completed **additional university or specific studies** attested by a diploma as follows

| | | | |
|---------------------------------------|--|-------------------------|--|
| Studied from | | Final date of diploma | |
| Standard length of studies | | Studied full/ part time | |
| Diploma type | | | |
| Diploma title (in English) | | | |
| Principal subjects | | | |
| Name of the school / university, city | | | |
| From an EU Member State | | From another country | |

| | | | |
|---------------------------------------|--|-------------------------|--|
| Studied from | | Final date of diploma | |
| Standard length of studies | | Studied full/ part time | |
| Diploma type | | | |
| Diploma title (in English) | | | |
| Principal subjects | | | |
| Name of the school / university, city | | | |
| From an EU Member State | | From another country | |

29.

| | | | |
|---------------------------------------|--|-------------------------|--|
| Studied from | | Final date of diploma | |
| Standard length of studies | | Studied full/ part time | |
| Diploma type | | | |
| Diploma title (in English) | | | |
| Principal subjects | | | |
| Name of the school / university, city | | | |
| From an EU Member State | | From another country | |

| | | | |
|---------------------------------------|--|-------------------------|--|
| Studied from | | Final date of diploma | |
| Standard length of studies | | Studied full/ part time | |
| Diploma type | | | |
| Diploma title (in English) | | | |
| Principal subjects | | | |
| Name of the school / university, city | | | |
| From an EU Member State | | From another country | |

ANNEX II (optional) - additional information on my other working experience

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|----------------------------|--------------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 30.a | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|----------------------------|--------------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 30.b | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|----------------------------|--------------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 30.c | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|----------------------------|--------------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 30.d | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |

| | Organisation – name (including city and country) | % of full time | Period of employment | | Calculated length |
|------|---|----------------|----------------------------|--------------------------|-------------------|
| | | | Start date (DD/MM/YYYY) | End date (DD/MM/YYYY) | |
| 30.e | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |
| 30.f | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |
| 30.g | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |
| 30.h | | | | | |
| | Type of business or sector | | | | |
| | Job title or position held | | | | |
| | Main activities and responsibilities | | | | |
| 31. | <p>Should you have used up all the fields in point 30. above, you may summarize here all you other professional (working) experience which you deem is relevant for the post (and not yet listed in your application) – use the format “XX y ZZ m” where XX is the total number of additional years and ZZ the total number of months worked. You will be required to prove it in case you are invited for a test or for an interview.</p> | | | | |
| 32. | <p>YOUR DECLARED TOTAL WORKING EXPERIENCE: Based on the data you have entered in fields 17, 18 and in Annex II, this is your automatically calculated working experience (adjusted for overlapping periods and part-time engagements).</p> <p>This calculation is provided for your information and will be later verified / corrected by Frontex on the basis of submission of required documents and certificates taking into account the date you have reached the minimum required level of education.</p> | | | | |