



EUROPEAN AVIATION SAFETY AGENCY

The European Aviation Safety Agency offers traineeships for periods of up to six months. Our traineeships present an opportunity to receive professional work experience in a distinctly multinational and intellectually stimulating environment, while contributing to the Agency's mission of promoting the highest common standards of safety and environmental protection in civil aviation in Europe and worldwide.

Traineeship in the Information Services Department (F/M)

REF.: EASA/TRN/2013/F002

ORGANISATIONAL LOCATION

EASA offers a traineeship in its **Finance & Business Services Directorate, Information Services Department - Development & Support Section.**

The **Finance & Business Services Directorate** delivers the following services: Finance (budget and accounting), establishment of the Agency's Business Plan, Applications Management, Outsourcing to National Aviation Authorities and Qualified Entities, Procurement, IT/IS and Corporate Services including Facility Management.

The **Information Services Department** provides all services to the Agency, which are needed in the area of information systems and information technology. The department consists of four sections: the Technical Infrastructure & Support Section, the Project Management Section, the Development & Support Section and the Business Alignment & IS internal support Section.

YOUR TASKS

Under the direct supervision of the traineeship advisor the selected candidate will:

- Analyse, categorize, and visualize the requests for service received by the Section;
- Assist the business owners in analysing the impact of new applications on their existing business processes;
- Participate in developing processes and procedures to manage application changes within the Section;
- Develop frequently asked questions (FAQ) documentation for applications to be used by the first level service desk staff;
- Assist the development teams in testing new functionality in order to develop FAQ sheets for new applications;
- Assist the development teams in laying out training.

YOUR PROFILE

Essential requirements

You are:

- Graduate of a higher education course (at least three years of university education) and will have obtained a full degree by the start of the traineeship period;
OR
- Undergraduate (Student) who has completed at least two years of university studies and aim at doing a voluntary or compulsory traineeship as part of your studies, for access to a profession or to carry out research for your final thesis;
- A national of a Member State of the European Union or national of Norway, Iceland, Liechtenstein or Switzerland;
- You have a very good knowledge of English and at least one other Community language;
- You have an academic background in computer science, software development or information management;
- You are very familiar with Microsoft Office 2010 including Microsoft Visio 2010;

- You are very familiar with researching information on the internet.

Advantageous requirements

- You have acquired training in project management or business process development;
- You have experience with or training in the testing of applications;
- You have acquired training in the domain of communication.

In addition to the requirements above, candidates invited for phone interviews may also be assessed against the following supplementary requirements:

Supplementary requirements

- You are able to analyse data and see the big picture;
- You are able to consolidate and communicate complex technical information to people with a less technical background;
- You have good organisation and analytical skills;
- You have good oral and written communication skills, including the ability to produce high quality written material;
- You have the ability to work proactively and with little supervision;
- You are a motivated, dynamic personality with strong aptitude for teamwork;
- You have the ability to establish good working relations with people of different national and cultural backgrounds.

Exclusion criteria

Applications will not be accepted from applicants who, for more than 6 weeks:

- Have already benefited or benefit from any kind of traineeship within a European institution or body¹ or
- Have had or have any kind of employment within a European institution or body.

IMPORTANT DATES

Application deadline: 01/07/2013 at 23:55 hrs CET (Cologne time)

Preferred start date: 01/10/2013

Duration of traineeship: 6 months for Graduate trainees
3 to maximum 6 months for Undergraduate trainees

TRAINING GRANT²

Monthly maintenance grant for Graduate trainees: 1.087,40 €

Monthly maintenance grant for Undergraduate trainees: 869,92 €

In addition we pay at the end of the traineeship a travel allowance for the travel from your place of residence to Cologne and back.

¹ For the list of European Institutions and bodies see Annex I of the [traineeship rules](#)

² Note that the amounts of the training grant are based on the current AD 5 step 1 basic salary. The grant shall be subject to the relevant weighting factors set by the Council pursuant to Article 64 of the Staff Regulations. The adjustments to remuneration adopted yearly by the Council pursuant to Article 65 of the Staff Regulations shall apply automatically to the grant in the month following their adoption. As described in the applicable [traineeship rules](#), trainees who benefit from any grant from another source or another subsistence allowance shall only be admitted to a financial contribution from EASA, if the sum received is less than the amount of the traineeship grant. In that case, they shall receive the difference.

HOW TO APPLY?

Please submit your application through the eRecruitment³ tool including:

- the completed electronic EASA Traineeship application form;
- scanned copies giving evidence of all the information provided on your application form, i.e. studies, professional experience and linguistic knowledge

Candidates applying for the Undergraduate programme must also submit a matriculation certificate provided by the University and, if applicable, official university documentation confirming the obligation of the applicant to complete a traineeship as part of his/her studies or for access to a profession or the requirements to carry out research for a university level thesis.

IMPORTANT: Before sending your application please consult for more details our [FAQs](#) and [traineeship rules](#).

³ <https://erecruitment.easa.europa.eu/default.aspx>