Postdoc position in telecom availability incident analysis

The research group on Services, Cybersecurity and Safety (SCS, scs.ewi.utwente.nl/) performs research on risk assessment, critical infrastructure protection and secure data management.

The LINC project (Learning from Incidents) is a cooperation of the SCS group and *Agentschap Telecom* in which we will analyze telecom availability incidents in the Netherlands with a view to maintaining and even further improving telecom availability in the Netherlands and Europe. We will cooperate with commercial telecom providers, the National Cyber Security Centre NCSC and the European agency ENISA to analyze incidents and to generalize lessons learned from them, so that telecom providers and standardization bodies can benefit from this. Lessons learned must not directly or indirectly reveal confidential information about incidents. Causes of incidents may be technical (e.g. overloaded CPUs), natural (e.g. floods) or organizational (e.g. failed IT governance).

The postdoc will

- Study accident and incident analysis methods for complex systems,
- analyze telecom availability incidents of Dutch telecom providers and
- extract lessons learned from this, and
- make recommendations for architectural and procedural improvements for telecom providers.

The postdoc will work closely with the Agentschap Telecom and with Dutch telecom providers. Due to the interdisciplinary nature of the research, the postdoc will be given the opportunity to follow additional courses in relevant areas.

We ask: A PhD degree in computer science, security, electrical engineering or other relevant PhD degree. You are able to analyze complex problems with incomplete information, and have a drive to deliver knowledge that is relevant in practice. You have good communication skills, in writing as well as oral. **You are familiar with the Dutch language so that you can understand incident reports in Dutch.** Working experience in the telecommunications industry or other critical infrastructures will be an advantage.

We offer: A very challenging research position in a dynamic and multidisciplinary environment. The opportunity to build a personal network in the telecommunications industry and critical infrastructure protection. You will also be given the opportunity to extend your knowledge in relevant areas through internal and external courses. You will be appointed for a period of at least two years. The salary depends on your experience and will start with a gross salary of at least € 2919,-- per month in accordance with the Collective Labour Agreement for Dutch Universities.

Information and application: Applications have to be submitted via the central job portal of the University of Twente at http://www.utwente.nl/vacatures/en/. Only online applications are considered, applications by email will not be accepted. More information can be obtained from Prof. Dr. Roel Wieringa (http://wwwhome.ewi.utwente.nl/~roelw/, email: r.j.wieringa@utwente.nl), phone +31 53 4894189, and from Eelco Vriezekolk, Agentschap Telecom (eelco.vriezekolk@agentschaptelecom.nl). You are invited to send your application together with curriculum vitae, including a list of publications, **before 1st May, 2015.**

The Computer Science department of the Faculty of Electrical Engineering, Mathematics and Computer Science (EEMCS) is one of the largest academic institutions in computer science in the Netherlands, with 220 faculty members and 1200 students. It provides courses in Technical Computer Science, Business Information Technology, Creative Technology, and Telematics. In addition, the department contributes to computer science education within other academic programmes. The research of the department is part of the multidisciplinary research institute Centre for Telematics and Information Technology (CTIT).