



VACANCY NOTICE - CONTRACT AGENT

Job title	IT Business Analysis Assistant
Reference	EC-2026-PMO-423393
Application deadline	16.10.2026 - 12.00 (noon, Brussels time)
Directorate-General (full name)	The Paymaster Office (PMO)
Unit	PMO.6
Place of assignment	Brussels
Domain	Remunerations, rights and obligations
Contract type and Function Group	Contract Agent 3a FG III

About us

The mission of the PMO (Paymaster Office or Office for the administration and payment of individual entitlements) is to provide a high-quality and user-friendly service to beneficiaries by promptly and accurately managing, determining and paying individual rights and expenses (e.g., salaries, pensions, sickness insurance reimbursements and mission expenses).

PMO.6 – Digital Solutions, based in Brussels, provides services, solutions, guidance and expertise in the areas of data and reporting, IT security, IT application coordination and infrastructure. Consequently, the unit supports the operational and strategic activities of the PMO with the aim to improve efficiency through information and knowledge sharing, interoperability, integration and standardisation. The support team provides support to users on any IT issues related to the IT applications underpinning all the business processes in PMO: salaries and the payroll system, missions, reimbursement of medical expenses, reimbursement of candidates and experts' expenses. In addition to the support of the systems, the team is responsible for the management of access rights for the applications.

About the role

PMO.6 is seeking to hire one IT Business Analyst Assistant within the Digital support sector. Working under the supervision of an official or a temporary agent, your responsibilities will be multiple and varied. As part of the Digital operations sector of PMO you will work to ensure a high quality delivery of initiatives linked to customer care.



In this context you will ensure:

As Customer Relationship Manager assistant, ensure in an inter-institutional context, the adoption and coordination with PMO business operations and representatives of the PMO Customers of the IT solutions and services underpinning the PMO SLAs and PMO services in place with different EUIBAs (EU Institutions, Bodies and Agencies).

As Business Manager assistant, you assist and act daily on behalf of the System Owners responsible for the PMO Customer Care related digital solutions. You coordinate the implementation of the business changes while ensuring the high-quality and proper functioning of the supporting IT solutions. Liaise with the IT organization and the PMO business units to maintain, support and improve the business processes supporting Customer Care activities and assure the necessary quality of solutions.

Your main responsibilities will include:

- Assist the unit by liaising between PMO Customers, business user representatives and business managers.
- Analyse and evaluate the working methods and processes, propose improvements in service roll-out activities.
- Support and facilitate the Customer Relationship Management governance in place in PMO from the IT perspective, including Identifying the digital solution services needed to ensure stakeholder satisfaction.
- Contribute to improving roll-out processes and coordinate actively with the PMO Business Managers the required changes to support the implementation of the SLA and related PMO services with the EUIBA Customers.
- Regularly collect, help and advise business stakeholders in definition of needs. Review business needs, validate them with business and help setting priorities.
- As Business Manager for Customer Care, plan, organize and monitor changes within the IT solutions supporting the business processes under the domain's remit.
- Draft the annual IT work plan, plan and organise implementation activities with business stakeholders and the IT services provider, in line with the IT and business strategic objectives.
- Regularly follow and report on progress and implementation of projects, changes and operations.
- Prepare and coordinate meetings and activities with different stakeholders (Business Units, Architecture Office, Analysis and Quality teams, IT Service Provider DIGIT, Compliance and Data protection, Operations, Communication team, ...), write reports, notes, minutes, communications or other supporting documents.



Qualifications, experience and skills

We are looking for a structured, dynamic and precise professional, with strong business architecture background, excellent analytical skills and a client-oriented mindset. The ideal profile should demonstrate:

- Relevant professional experience of business analysis within digital transformation projects, business process modelling & optimisation.
- Relevant professional experience of customer relationship management within customer care and stakeholder management. Good knowledge on software development lifecycle, including service management, project management and Agile methodologies.
- Good knowledge of IT service management methodologies (ITIL, etc), technologies and tools.
- Proven ability to gather requirements, model data and translate complex needs into concrete business solutions' deliverables.
- Knowledge of the regulatory framework (Staff Regulation, Financial Regulation) would be an asset.
- Excellent command of English (oral and written) is required; knowledge of French is an asset.
- Familiarity with PMO business areas would be an asset: insurance, reimbursement, social security, business travel and finance.

In addition, the selected candidate should demonstrate the following personal qualities:

- Proactivity and ability to respect priorities and deadlines, including working under pressure during peak periods.
- Team spirit and ability to collaborate effectively with diverse stakeholders.
- Methodology, thoroughness, responsiveness and a strong sense of client service.
- Willingness and capacity to acquire new knowledge, especially in the fields of customer care and IT systems, and to leverage previous experience in similar domains.

The candidates are susceptible when needed by the service to provide support to other Sectors.

The pre-selected candidates will be invited to an interview and written test soon after the closing date for application.



How to express your interest?

You should send your documents in a single pdf in the following order:

1. Your CV
2. Completed application form

Please send these documents by the publication deadline to PMO-EPSSO-PUBLICATIONS@ec.europa.eu indicating the selection reference EC-2026-PMO-423393

Eligibility

For eligibility, please consult [this page](#) with all the information needed.