



VACANCY NOTICE FOR TEMPORARY AGENT SELECTION

Job title (same as on the job description)	IT Service Officer - Demand Management & Digital Solutions Officer
Reference	OP/COM/2026/1757
Application deadline	28.10.2026 - 12.00 (Brussels time)
Directorate-General (full name)	Publications office of the European Union
Unit	OP.A.3 - Digital Solutions and Process Efficiency
Place of assignment	Luxembourg
Grade range	AD5/7
Domain	Information technology
Contract type	Temporary Agent 2b/2d

About us ("We are")

The Publications Office of the European Union is the official provider of publishing services to all EU institutions, bodies, and agencies. As such, it is the central point of access to EU law, and also to publications, data, research results, procurement notices and other official information. The Publications Office therefore plays a central role in informing the public about what the EU does and means for them, and in unlocking the power of data.

Its mission is to support EU policies as a centre of excellence for information, data and knowledge management, and to ensure that this broad range of information is available to the public as accessible and reusable data to facilitate transparency, economic activity and the diffusion of knowledge.

The Publications Office publishes in all the official languages of the European Union and continuously adapts its services to a rapidly evolving technological environment (e.g. data services, cloud computing, machine learning and artificial intelligence).

Directorate A 'Data, Information and Knowledge Management Services and Artificial Intelligence Exploitation' provides data, information and knowledge management services to internal and external stakeholders, supporting production, dissemination and reuse. The directorate is also responsible for



ensuring long-term preservation services, for the EC Library and for the EU legal deposit scheme. Moreover, its mission includes managing IT projects – in collaboration with the Publication Office’s business units, IT governance and DG for Digital Services – and for coordinating the maintenance of IT applications.

In all its activities, the directorate aims to make optimal use of technological advancements, and in particular artificial intelligence, to provide new services and continuously improve the efficiency of business processes. Through its services to ensure duly curated high-quality data, information and knowledge, the directorate plays a crucial role in providing the foundation for potential AI-based solutions.

Unit A.3 ‘Digital Solutions and Process Efficiency’ provides technical expertise and manages the operation, development and evolution of our information systems. The unit consists of highly qualified digital transformation experts who apply service-management methodologies to assist the operational units, helping them to define their IT needs and carry out a constantly evolving work programme while reporting to the management on the state of the projects. The unit is also in charge of the Publications Office’s security competence centre.

About the role (“We propose”)

We propose a challenging, exciting and rewarding position responsible for establishing and operating a structured digital demand management capability within the Publications Office. Situated at the crossroads of business transformation, enterprise architecture, project governance and digital solutions, the position requires a good understanding of enterprise architecture, IT governance, business analysis and modern digital technologies, combined with strong communication, negotiation and facilitation skills.

Acting as a central entry point for digital requests, the selected candidate will capture, analyse, qualify and help prioritise needs emerging from business units. Working closely with business owners, architects, project managers and service delivery teams, the candidate will assess alternative solution options and identify the most appropriate delivery approach, ranging from the reuse of existing services and self-service enablement to rapid low-code solutions or formal IT projects. In doing so, the candidate will balance business value, technical feasibility, cost, delivery effort, governance and long-term supportability, while ensuring architectural coherence and compliance with security and data-governance requirements.

The position offers the opportunity to work in an interinstitutional environment,



interacting with business units, IT colleagues and senior management. The selected candidate will closely follow technological developments in areas such as low-code platforms, artificial intelligence and digital workplace solutions, helping the organisation make effective, pragmatic and well-governed use of these technologies.

Qualifications, experience and skills (“We look for”)

Personal Qualities

- High motivation, initiative and commitment, combined with a strong sense of service, corporate spirit and ethical standards.
- Excellent interpersonal, communication and facilitation skills, with the ability to build trust, negotiate constructively and develop productive partnerships with business and IT stakeholders.
- Capacity to work autonomously, exercise sound judgement and deal constructively with uncertainty, changing priorities and evolving technologies.
- Pragmatic, analytical and solution-oriented mindset, with the ability to balance digital needs, innovation, governance and operational constraints.

Specialist Skills and Experience

- University degree in information technology, computer science, engineering, information systems, business administration or a related field, or equivalent professional experience.
- At least five years of professional experience in information technology, including experience in business analysis, enterprise or solution architecture, IT governance, demand management, service management, project management or related areas.
- Demonstrated ability to analyse digital needs, assess solution options and work effectively with diverse stakeholders, including business owners, architects, project managers and IT specialists.
- Ability to evaluate alternative solution approaches and recommend the most appropriate option by balancing business value, technical feasibility, governance, cost, delivery effort and long-term supportability.
- Good understanding of enterprise architecture principles, modern digital platforms and solution governance, together with the ability to assess emerging technologies with regard to business value, architectural fit, security and long-term supportability.

The following would constitute strong advantages:

- Experience in enterprise or solution architecture, business analysis, IT governance or digital demand management.
- Experience in facilitating workshops, negotiating priorities and building consensus across organisational boundaries.
- Experience with low-code platforms, workflow automation, business intelligence or AI-assisted development.



- Relevant training or certification in enterprise architecture, business analysis, IT service management, project management or agile methodologies.
- Experience in supporting communities of practice, knowledge-sharing initiatives or organisational change.

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 OP-DIR-A-SECRETARIAT@publications.europa.eu indicating the selection reference OP/COM/2026/1757 in the subject.

No applications will be accepted after the publication deadline.

Eligibility

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