



VACANCY NOTICE FOR TEMPORARY AGENT SELECTION

Job title	IT Service Agent
Reference	DIGIT/COM/2026/2110
Application deadline	09.11.2026 - 12.00 (Brussels time)
Directorate-General	Directorate-General for Digital Services (DIGIT)
Unit	DIGIT.C.4 (Network and Infrastructure)
Place of assignment	Luxembourg
Grade range	SC1 – SC2
Domain	IT Business Analysis
Contract type	Temporary Agent 2b

About us

The Directorate-General for Digital Services (DIGIT) plays a pivotal role in the transformation and modernisation of the European Commission departments, institutions and agencies. DIGIT aims to position the Commission as a data-driven, user-centric and cybersecure organisation.

Under this broader DIGIT mission, the unit DIGIT.C.4 provides secure, reliable and resilient corporate network and telecommunication services.

The range of services offered span across data network and overlaying services supporting internal and external data communications, telephony, unified communications and collaboration platforms.

DIGIT.C.4 services are at the cutting edge of major technological and market advancements, promoting the use of open-source tools and DevOps practices to establish a software-defined network environment. The unit ensures a proactive approach to these developments, anticipating potential impacts on services where possible, to remain aligned with evolving needs.



About the role

The position of IT Service Agent, under the direct guidance of the Lead of Quality, Compliance and Procurement, combines administrative and coordination responsibilities with regular contact across the team's projects, service management activities and stakeholder community. It is an excellent opportunity to start a career in a fast-paced IT environment.

The sector is strengthening its capabilities in service management, project management and customer relationship management. You will be a key support in this effort, helping to bring order, visibility and consistency to how the unit tracks its services, projects and risks, and how it engages with its stakeholders.

The role will consist of:

- Supporting the administrative side of service management: tracking pending requests and following up with project leads and contractors until they are resolved.
- Building and maintaining a list of all the unit's projects and contributing to a dashboard giving a clear overview of the whole portfolio.
- Setting up and maintaining the unit's risk register and supporting the definition and roll-out of a risk management framework.
- Helping develop customer relationship and stakeholder management as a capability in the unit: contributing to the methodology, encouraging its use by project leads and supporting the organisation of stakeholder meetings.

Qualifications, experience and skills

This is an entry-level position. To succeed in this role, you will need to have:

- Professional experience in IT project management and IT service management
- An organised and structured way of working, with attention to detail and the ability to prioritise
- Good communication skills and a customer-oriented attitude
- Interest in project management, IT service management and risk management (knowledge of related methodologies such as ITIL is an asset, not a requirement)
- A good sense of initiative, willingness to learn and to work in a team

Are you looking to start your career within the European institutions and to help build the foundations of a growing team? If this sounds like you, come and join us.



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

cristina.gronski@ec.europa.eu indicating the selection reference

DIGIT/COM/2026/2110 in the subject.

No applications will be accepted after the publication deadline.

Eligibility

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