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Do you want to help shape the future of the European Union? Make the planet greener, promote a fairer society, or support businesses and innovation across the EU? Then come and work for the European Commission where you can really make a difference!

Commission staff are a diverse group of people, who are motivated to help make Europe – and the world – a better place. They come from the 27 Member States of the European Union. Different nationalities, languages and cultures make the Commission a vibrant and inclusive working place.

WE OFFER ATTRACTIVE WORKING CONDITIONS AND MUCH MORE:

- Interesting and challenging positions with plenty of opportunities for training and acquiring new skills and competencies over your whole career;
- Opportunities to try several areas of work throughout your career;
- Flexible working conditions and the possibility of teleworking – we care about your work-life balance;
- A competitive financial package, including comprehensive sickness, accident and pension schemes;
- Multilingual schools for your kids;
- We are also proud to be an equal opportunity employer and promote diversity and inclusion.

We recruit from a wide range of backgrounds:

We are not only recruiting political scientists and lawyers but also looking for all kinds of profiles, including natural scientists, linguists and economists, as well as drivers and engineers.

For more information ec.europa.eu/work-with-us.



STAFF RECRUITED ON CONTRACTS

In addition to permanent officials, the European Commission often recruits non-permanent staff. There are two categories of non-permanent staff:

- [temporary agents](#) are recruited to fill vacant positions for a set amount of time or to perform highly specialised tasks.
- [contract agents](#) may provide additional capacity in specialised fields where an insufficient number of officials is available or carry out a number of administrative or manual tasks. They are generally recruited for fixed-term contracts (maximum 6 years in any EU Institution), but in some cases they can be offered contracts for an indefinite duration (in offices, agencies, delegations or representations).

For more information on different [staff categories](#).



IT Portfolio Officer – Stakeholder Management Coordinator

DG DIGIT of the European Commission

Selection reference: DIGIT/COM/2023/3014

Domain: Information Technology

Where: Unit A1.003 – Corporate Digital Transformation, Brussels

Staff category and Function Group: Temporary agent 2b/2d - Administrator

Grade: AD5-AD7

Publication deadline: 12.01.2024 - 12.00 (Brussels time)

WE ARE

DIGIT.A.1 drives the Commission's digital transformation by leading the evolution of the Corporate Digital Strategy, tracking and reporting on its implementation and on the state of the Digital Commission and promoting it with internal and external stakeholders; by supporting Commission departments in the implementation of their digital transformation initiatives via a Central Advisory service; and by supporting the IT Corporate Governance in defining and enforcing the strategic direction of the Commission, streamlining the IT environment and assessing the annual IT budget requests. DIGIT.A.1 also hosts the central service management team that supports all digital business solutions provided by DIGIT.A.

The IT Governance and Corporate Architecture sector:

- Collects, develops and makes available analysis and guidance on the selection, design and evolution of IT solutions and the adoption of new technologies in line with the Digital Strategy;
- Maintains and further evolves the inventory of all digital systems of the Commission;
- Supports the Commission's IT governance bodies by reporting on the development of the digital landscape of all systems and infrastructures and by assessing all new IT investment proposals against applicable principles and guidance;
- Overall coordinates the discussion of architectural questions that arise in the DG or in the IT community of the Commission and the preparation of proposals for decision by the Senior Management of the DG.

The Digital Strategy sector:

- Designs and further develops the Commission Digital Strategy;
- Promotes the Digital Strategy and a more Digital Commission with internal and external stakeholders;
- Monitors and reports to the Commission's IT governance bodies on the state of the Digital Commission and the implementation of all domain-specific IT strategies;



- Supports DGs digital transformation roadmaps and coordinates the review of the DGs annual plans (Management plans and Annual activity reports) for digital transformation;
- Coordinates the ICT strand of the “Synergy & Efficiency Review” (SER) initiative.

The Central Advisory Hub sector, for which this vacancy is open:

- Actively support the client-centricity vision of DIGIT;
- Ensures the link between Commission departments and DIGIT units by acting as a single entry-point and central coordinator of customised advice;
- By providing unfragmented, holistic, and customised advice, assists Commission departments in planning their digital transformation and modernisation initiatives;
- Supports the evolution of DIGIT’s service offering and provision;
- Orchestrates DIGIT’s advisory services at strategic, tactical, and operational level;
- Provides strategic foresight to the corporate governance and DIGIT hierarchy.

The Central Service Management Sector:

- Is the single entry-point in DIGIT A1 for all requests to IT Applicative Support. Having a centralized IT service desk allows for streamlined service response and better coordination to provide better services to external stakeholders of DIGIT;
- Manages the EUSS Lot 2 Framework contract;
- Manages the Service Desks (including Incident Management, Request Management, Event Managements, Problem Management and Knowledge Management) of DIGIT A2, DIGIT A3 and DIGIT A4 applications.

WE PROPOSE

Unit A1 of DIGIT is seeking to hire one IT Portfolio Officer.

We offer an interesting and rewarding job in a new, hard-working, friendly and enthusiastic sector. As part of a small team of dedicated and knowledgeable colleagues the key role consists in contributing to manage relationships and interactions between DIGIT and other EU Institutions and manage projects and processes enhancing customer engagement in a continuously adapting environment. The successful candidate will be responsible for assisting the Head of Sector leading a team that strives to provide strategic advice to Commission departments to support them with the implementation of their digital transformation initiatives in line with the corporate digital strategy, the corporate architecture and the corporate IT governance processes. S/he will provide a welcoming and helpful first line of contact for a portfolio of Commission departments, acting as the single point of contact for the presentation and negotiation on the services, for capturing and analysing the business needs of customers and transform them into service proposals, for coordinating improvement in service provision following feedback from customers. S/he will coordinate the updates of the service descriptions on the DIGIT’s Service Catalogue and promote DIGIT’s services to customers. S/he will provide proposals to Senior Management on new service needs that could be provided by DIGIT, will assist customers with future IT project plans and will advise on topics related to the operational aspects of services. As part of the team, s/he will ensure the orchestration and coherence of the service provision by different units in the DG and proper co-



ordination and co-operation between the different Directorates-General with similar business needs to avoid duplication of efforts. This position offers a unique opportunity to make the most of communication and stakeholder management skills while working with the Commission IT community.

WE LOOK FOR

We are looking for an IT professional – at least 3 years of relevant professional experience - with service minded attitude to the customer, excellent communication skills, flexible and dynamic behaviour, resilience, adaptability, proven experience in large scale support environments, good teamwork mentality.

The ideal candidate should be at ease in a fast-moving environment where a quick reaction to new priorities, thus including continuous adaptation to changes and fast re-programming of the work, is part of daily work.

They should have the following skills:

- ability to lead working groups; ability to communicate effectively with a range of internal and external counterparts;
- ability to work effectively with team members and with customers;
- self-motivated, with ability to manage and follow up on multiple tasks simultaneously;
- ability to manage parallel tasks and cope with pressure, in crisis situations;
- demonstrated organisational and scheduling skills;
- strong analytical skills, ability to approach problems from multiple angles and find creative solutions;
- good confidence in taking responsibilities of assigned tasks, and effective verbal and written communication skills.

Holding certifications in IT Service Management and/or Project Management is an asset.

Good knowledge of the corporate Digital strategy, of the DIGIT Service Catalogue and of the IT corporate governance process is a strong asset.

The candidate should demonstrate fluency in English, both written and spoken, and command of French.

The candidate should be able to assist the Head of Sector in the day-to-day running of the Sector.



HOW TO EXPRESS YOUR INTEREST?

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

1. your CV 2. motivation letter 3. duly filled in application form.

Please send these documents by the publication deadline to Michele.CHINOSI@ec.europa.eu indicating the selection reference DG/COM/2023/3014 in the subject.

No applications will be accepted after the publication deadline.



ANNEX

1. Selection

➤ Am I eligible to apply?

You must meet the following eligibility criteria when you validate your application:

Our rules provide that you can only be recruited as a temporary agent at the European Commission if you:

General criteria:

- Are a citizen of a Member State of the EU and enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by applicable laws concerning military service;
- Are physically fit to perform the duties linked to the post;
- Produce the appropriate character references as to suitability for the performance of the duties.

Qualifications:

In order to be recruited in this position, you must have at least a level of education which corresponds to completed university studies of at least 3 years attested by a diploma.

Only qualifications issued or recognised as equivalent by EU Member State authorities (e.g. by the Ministry of Education) will be accepted. Furthermore, before recruitment, you will be required to provide the documents that corroborate the eligibility criteria (diplomas, certificates and other supporting documents).

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU¹
- AND a satisfactory knowledge (minimum level B2) of a second official language of the EU, to the extent necessary for the performance of the duties.

¹ The official languages of the European Union are: BG (Bulgarian), CS (Czech), DA (Danish), DE (German), EL (Greek), EN (English), ES (Spanish), ET (Estonian), FI (Finnish), FR (French), GA (Irish), HR (Croatian), HU (Hungarian), IT (Italian), LT (Lithuanian), LV (Latvian), MT (Maltese), NL (Dutch), PL (Polish), PT (Portuguese), RO (Romanian), SK (Slovak), SL (Slovenian), SV (Swedish).



➤ **What about the selection steps?**

The post was published internally within the Commission, inter-institutionally, and brought to the attention of competition laureates.

In accordance with Article 29 of the Staff Regulations, applications from Commission officials, officials from other Institutions, and laureates of competitions have priority. Only in the case that no suitable candidate can be found from the afore-mentioned categories this vacancy notice is published and is open to other applicants².

The selection panel will choose a limited number of candidates for interview, based on the CV and motivation letter that they submitted. Due to the large volume of applications, we may receive, **only candidates selected for the next step of the selection phase will be notified.**

For operational reasons and in order to complete the selection procedure as quickly as possible in the interest of the candidates and of the institution, the selection procedure will be carried out in English and possibly in a second official language.

2. Recruitment

The candidate selected for recruitment will be requested to supply documentary evidence in support of the statements made in their application.

The successful candidate will be required to undergo a mandatory pre-recruitment medical check-up, carried out by the Commission.

➤ **Type of contract and working conditions**

The place of employment will be in **Brussels**.

In case the successful candidate is an external candidate, s/he will be engaged as a **temporary agent under Article 2(b)/2(d) of the [Conditions of Employment of Other Servants](#), in function group AD.**

The recruitment grade, as well as the step in that grade, will be defined on the basis of the duration of the candidates' previous appropriate professional experience, in accordance with [Commission Decision C\(2013\)8970](#) laying down the criteria applicable to classification in step on engagement.

² Officials from the Commission or other Institutions are invited to use the standard channels (Sysper or inter-institutional vacancy portal).



The duration of the **1st contract will be of 1 to 3 years**. The contract might then be extended only once for a maximum of 2 years and in the interest of service. The duration of the extension will be defined according to the General Implementation Rules in force at that moment, in accordance with [Commission Decision C\(2013\)9049](#) on policies for the engagement and use of temporary agents.

All new staff have to successfully complete a 9-month probationary period.

The pay of staff members consists of a basic salary supplemented with specific allowances, including, where applicable, expatriation and family allowances. The provisions guiding the calculation of these allowances can be consulted in the Conditions of Employment of Other Servants. As a member of staff of the European institutions, your pay is subject to a tax raised by those institutions.

The European Commission applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations.

Should you need further information on working conditions, please refer to [Working conditions and benefits of EU Careers](#).

For information related to Data Protection, please see the [Specific Privacy Statement](#) under “7. Information to data subjects on their rights”, to find your rights and how to exercise them in addition to the privacy statement, which summarises the processing of your data.