



## **MAKE A DIFFERENCE - JOIN THE EUROPEAN COMMISSION**

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](https://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 Service Assistant

## PMO of the European Commission

**Selection reference:** PMO/COM/2024/232

**Domain:** Information Technology

**Where:** Unit PMO.6.003 – “Digital Solutions” – Support, Brussels, Belgium

**Staff category and Function Group:** Temporary agent 2b – IT Project Assistant

**Grade:** AST1-3

**Publication deadline:** 08.02.2024 - 12.00 (Brussels time)

### WE ARE

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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 IT applications, IT security, data and reporting and support. The support team handles accesses right and 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 (NAP), benefits, (Sysper), reimbursement of medical expenses (JSIS, ASSMAL and MyPMO), mission planning and expenses management (MIPS), reimbursement of candidates and experts' expenses (AGM).

### WE PROPOSE

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Unit PMO.6 is seeking to hire one IT Service Assistant.

We propose a challenging and rewarding position as IT Service Assistant – Reporting and Quality Assurance in the support sector of PMO.6.

You will contribute to the functioning of the Support sector with the following activities and responsibilities:

- Defining quality management strategies and processes, revision/definition of reporting and performance metrics in close collaboration with the Head of sector, and in cooperation with the business and project managers in the other teams at PMO.6 and the IT provider DIGIT.



- Quality assurance and reporting activities, including the follow-up on the execution of SLA and OLA related to our services: analysis, monitoring, and continual improvement of relationships with and between stakeholders.
- Projects and improvement initiatives to enhance intra- and inter-team cooperation and functioning, support workflows and service management processes.
- Implementation of support processes and tools related to quality assurance and reporting.
- Develop, extract and analyse reports and metrics (KPIs) on a scheduled basis as defined by the policies, SLA/OLA and processes' reporting requirements, suggest improvements.

## **WE LOOK FOR**

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We are looking for an IT Service Assistant.

The candidate should possess at least 3 years of professional experience in managing quality management processes in an IT context, and is knowledgeable on (HR) service management processes and related activities and project management.

This job requires the following competencies and skills:

- proven understanding of service management processes and service KPIs and metrics, with a strong focus on reporting and quality assurance.
- awareness of quality elements related to the process and procedures in place.
- proven experience developing reports, SLA monitoring and trend analytics.
- capacity to analyse and structure information and capacity to deliver in a methodical way.
- strong drafting, presentation, and communication skills.
- a practice of standard office tools, ticketing or service management platforms and reporting solutions (MS Office, Excel, BO, Qlik, Teams, ServiceNow, ...), is essential.
- prior experience working within an IT environment and having a service management certification is an asset.
- it is expected to be fluent (level C1/C2) in English and French. For details on language levels, please see the Common European Framework of Reference for Languages (<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>).

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?**

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You should send your documents in a single pdf (by using a PDF merger and not printed and scanned docs) in the following order:

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

The name of the single document must be: SURNAME – PMO/COM/2024/232 – Application (Replacing surname by your surname). Include a List of references in your single document (contact details of minimum two references). Applications not meeting these requirements will not be considered.

Please send these documents by the publication deadline to [Julio.GARULO-RODRIGUEZ@ec.europa.eu](mailto:Julio.GARULO-RODRIGUEZ@ec.europa.eu) indicating the selection reference PMO/COM/2024/232 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 either a level of post-secondary education attested by a diploma, or a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

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 EU<sup>1</sup>
- 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.

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<sup>1</sup> 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 applicants<sup>2</sup>.

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 French.

## **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 AST.**

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



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.

The duration of the **1<sup>st</sup> 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.