



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.



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 Officer – IT Systems

DG DIGIT of the European Commission

Selection reference: DIGIT/COM/2024/417

Domain: Information Technology

Where: Unit C2 – “DWP Foundations”, Luxembourg

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

Grade: AD 5-7

Publication deadline: 26.02.2024 - 12.00 (Brussels time)

WE ARE

The European Commission Digital Strategy (ECDS) adopted by the College in 2018 aims to have a truly digital Commission by 2022. DIGIT runs the Digital Work Place (DWP) service of the European Commission to help achieve this goal. It aims to provide EC staff with the best combination of tools, physical framework and working methods for a modern public administration able to effectively support the achievement of the priorities of the European Commission.

To enable EC staff to work together from anywhere at any time with any corporate device, DIGIT C2 manages the full lifecycle of the DWP devices and Communication and Collaboration services of the Commission. It aims to provide a user centric solution with the help of the principles of the digital workplace: flexibility, transparency, integration, standardization, openness, and speed.

Next to maintaining and improving the current services, DIGIT C2 is working together with the other units of DIGIT C to design and implement a second-generation workplace solution, with a focus on modern security principles and openness to Cloud based solutions. It aims to make the Commission more resilient to potential disruptions, whether accidental or intentional, by improving the resilience, security and stability of the underlying digital infrastructure to ensure continuity of service. This new office-automation environment will provide state-of-the-art personalised IT services for each member of staff.

WE PROPOSE

The DIGIT.C.2.004 "DWP Communication & Collaboration" sector is responsible for the technical management and delivery of the main corporate communication and collaboration solutions: email, telephony / videoconferencing, intranet and collaboration platforms, and the administration of the corporate Microsoft 365 services.

It is composed of a team of officials with strong expertise in the various platforms used to provide these services, and of teams of service providers who bring in specialised knowledge in the technical environments.



As a member of the team of officials, you will take an active part in:

- managing corporate IT services hands-on, to ensure the highest possible levels of reliability, security, resilience and quality of service
- driving and supervising cross-unit projects
- exploring and deploying new capabilities to improve the ways the Commission works and communicates (internally and with external stakeholders)
- ensuring that the solutions are fit for purpose, secure, and comply with all applicable regulations.

The position provides exposure to multiple technical contexts, with both cloud and on-premises components, as well as to varied contractual setups. It provides opportunities to steer major IT services at the strategic level, but also to work hands-on with cutting-edge solutions, and to work with recognised experts in multiple.

WE LOOK FOR

We look for a motivated IT professional with a keen interest in the new ways of delivering Digital Workplace solutions and an interest in IT security matters. The ideal candidate will already have experience in managing or supervising large-scale IT solutions, and a structured approach to the management of technical services. The candidate must be able to work closely with a small team of highly focused colleagues and have good communication and interpersonal skills.

Experience with any relevant methodologies will be an asset: IT Service Management (ITIL framework), Project Management methodologies (PM2, Agile methodologies), Risk Management methodologies (ITSRM2) - as will familiarity with Data Protection regulations and IT Security guidelines.

Fluency in written and spoken English is required; French is an asset.

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 DIGIT-C2@ec.europa.eu indicating the selection reference DIGIT/COM/202/xxxx 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. Candidates are required to undergo a security vetting that is conducted with the national administration of the Member State.

➤ **Type of contract and working conditions**

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

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.